

Ryan Jonah

Software Developer

With a lifelong passion for technology and years of experience assisting customers through a myriad of different issues, this dedicated problem solver is willing to face every new prospect with an adamant determination towards finding solutions

EXPERIENCE

EdgeCollab, Toronto, ON (Remote) — Software Developer

May 2022 - November 2023

- Responsible as the lead developer on various client projects in a startup environment.
- Handling development of the full tech stack for applications (Angular 2 & TypeScript, C#/ASP.NET with EF Core (APIs), MS SQL Server & SSMS).
- Collaboration with team members through Azure DevOps Services. Version control using Git as well as creating appropriate repositories, branches and work items while tracking progress through sprints.
- Support for end users via technical documentation, client meetings, application showcasing and creating video walkthroughs.

Freelance, Moncton, NB — Software Developer

September 2021 - June 2023

[Project Link](#)

- Ongoing development and support of the client-facing website for *Whispering Willow*; a wedding venue in south-east New Brunswick.

Cloud5, Minto, NB — Customer Service Supervisor

January 2017 - August 2020

January 2014 - February 2015

- Selling, creating, and canceling hotel reservations across multiple accounts covering hundreds of properties internationally.
- Helping customers resolve issues via phone and email by way of information gathering, internal systems processing, reviewing hotel and company policies, and consulting hotel staff directly.
- Assisting customers with billing inquiries while following Payment Card Industry (PCI) compliance.
- Assisting other CSRs through escalation calls while fulfilling the rotational role of shift supervisor

EDUCATION

NBCC, Moncton, NB — Web and Mobile Application Development

June 2021

Coder Foundry, Kernersville, NC — Coding Bootcamp

September 2021

Chipman,
New Brunswick

(506) 897-0076

ryanjonah.dev@gmail.com

[Portfolio](#)

[LinkedIn](#)

[Github](#)

SKILLS

C#

ASP.NET

Entity Framework

MS SQL Server

Angular 2

TypeScript

HTML

CSS

Git

Python

Linux

Azure DevOps Services

Agile Methodology

Technical Writing

Customer Service

Sales

LANGUAGES

English

Hobbies

Technology, fitness, writing, philosophy, science, history, music, cooking, video games