

RYAN BEALEY

TARGET ROLE: Software Engineer

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Accomplished, multifaceted professional with progressive years of experience crafting innovative, user-centric solutions in server administration, front and back-end development, and website design. Proficient in a comprehensive technology stack, including cPanel/WHM, open-source CMS, and various programming languages. Service-driven individual with reliable problem-solving skills, adept at resolving critical issues and improving website performance. Skilled in project management, team leadership, cross-functional collaboration, demonstrating adaptability and communication skills. Highly eager to develop inbound marketing solutions and lead internal projects that drive growth and enhance brand presence.

CORE COMPETENCIES

TypeScript | Software Development | Web Application Development | Test Driven Development | Debug | Back-End | Tableau Data Visualization | Automation | Web Services | User Experience | Machine Learning | Data Science | Project Management

TECHNICAL SKILLS

Web Development (HTML, CSS, JavaScript, jQuery, PHP, SQL, NodeJS), **Apple Mail, Quip, Box, Full Stack Development** (Linux, Apache, MongoDB (NoSQL), MySQL, Express, ReactJS, NextJS, Microsoft Azure, AWS, React), **Version Control** (Git, Slack Workflows) **Content Management Systems, E-commerce Platforms, Adobe Creative Cloud, Microsoft Office**

PROFESSIONAL WORK EXPERIENCE

Apple Support Community Moderator, Apple Inc. | Austin, TX

Aug 2023 – Present

Partner with Community Managers, Engagement Specialists, direct team members, and stakeholders to devise and implement strategies for optimizing the community experience to elevate participation levels on the platform.

- Uphold community standards by analyzing user-generated content, enforcing adherence to the community's Terms of Use, and swiftly intervening in non-compliant content to foster a safe and inclusive digital space.
- Champion a thriving community by navigating conflicts, empowering participation, and driving recurring platform engagement.
- Coordinate with peers and vendors to orchestrate moderation experiences, delivering world-class support within the queue.

Retail Customer Care, Sales Chat Specialist, Apple Inc. | Austin, TX

Mar 2022 – Present

Guide customers with in-depth product knowledge to improve booked close rates, TMS, and AppleCare+ attachment rates for hero products.

- Cultivate skilled colleagues through expert training and immersive shadowing experiences, equipping individuals for success.
- Direct internal contact center tool testing, delivering insightful developer feedback to maximize productivity and enable agents.
- Initiate the development of the RCC Sales Chat intranet space, facilitating the posting of essential tool updates, campus news, and performance incentives to empower a connected and informed sales team.

Sr. DevOps, Web Lead, Client Relations (Business Owner), Ecobyte | Remote

Dec 2015 – Present

Forge connections between diverse client visions with strategic design expertise, encompassing web, graphics, branding, and video, enabling healthcare, educational, and legal brands to excel in a competitive landscape.

- Initiate the company's public-facing website design, implementing an open-source content management system while adhering to critical brand standards and minimizing plugins, addons, or additional software to maximize speed and overall performance.
- Deliver Ecobyte's clients with resilient server solutions, coordinating deployments and expert management across shared hosting packages, virtual private servers (VPS), and dedicated options, all enhanced by the intuitive power of cPanel & WHM.
- Navigate the digital landscape with clients, offering comprehensive web hosting and software support while successfully resolving standard and business-critical issues to uphold maximum uptime and improve website usability.

AppleCare BPR Knowledge Mgmt. Specialist, Apple Inc. | Austin, TX

Mar 2021 – Aug 2021

Transformed 300+ pages of vital Apple knowledgebase content, migrating them to the new collaboration platform while meticulously reconstructing and elevating readability and global accessibility with its design tools.

- Engaged in beta testing for Apple's new internal collaboration platform, providing valuable feedback on design and functionality that led to significant tool improvements and resolving critical bugs for a seamless global rollout.
- Drove internal innovation by collaborating with core project teams to craft clear documentation for new applications and software.

OTHER PROFESSIONAL EXPERIENCE

Product Zone Specialist, Apple Inc. | Austin, TX

Sep 2021 – Mar 2022

AppleCare Technical Support Advisor, Corporate, Apple Inc. | Austin, TX

Jul 2018 – Mar 2022

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts in Digital Media, Specialization in Web Design, University of Central Florida | Orlando, FL, 2019

Coding Bootcamp Certificate, University of Central Florida | Orlando, FL, 2019

Pride@Apple AHA Leadership in Web Design and Communications, Austin, TX; Remote