

Tory C. Redner

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tredner.dev

Software Engineer

Solution-oriented Software Engineer with expertise in web development, known for excelling in Full Stack Web Development roles. Experienced in Help Desk troubleshooting, software/hardware deployment, and network management. Adept at implementing cutting-edge web development tools and conducting root-cause analyses for optimizing information systems. Passionate about technology with a proven talent for self-teaching and leadership.

KEY COMPETENCIES:

Environments:	UNIX, Windows 7/8.1/10/11, IBM I/AS400
Tools:	GIT, NPM, YARN, Bower, Trello, Lucid Charts, VS Code, Microsoft Office Suite, Microsoft CRM, Salesforce CRM, Click-up, HubSpot
Technical Proficiencies:	HTML5, CSS, JavaScript ES 6, Lua, SQL, NODE.JS, EXPRESS.JS, HANDLEBARS, REACT, Ruby ON Rails, JQuery, MongoDB.

WORK EXPERIENCE

Eradani. Inc, Remote

01/22-08/22

Software Engineer / Customer Support

- Trained and developed Junior Engineers, imparting knowledge and experience to support their growth.
- Deployed patches and updates to client codebases, ensuring system efficiency.
- Upgraded existing codebases to new template standards.
- Supported new client installs, providing mentoring and training for successful service integration.
- Investigated support tickets, diagnosed issues, and provided solutions to ensure client satisfaction.
- Collaborated with a team to add Google Pub/Sub integration for a client application, becoming proficient with Google Cloud products. Completed the project ahead of the deadline.

Trilogy Education, Remote

04/20-01/22

Sr. Learning Assistant / Central Grader

- Provided top-tier student support, adhering to company's curriculum-based technical support model.
- Demonstrated mastery of the support program's curriculum and core concepts.
- Coordinated daily operations of the Learning Assistant team, fostering a trusting environment.
- Led start and end-of-shift meetings to ensure effective communication.
- Conducted quality assurance checks and coached Learning Assistants for quality student support.
- Assisted students with escalated technical or service-related issues, turning negative experiences into positive outcomes.
- Collaborated with leadership to create extracurricular learning opportunities for students.

Landis + Gyr, Alpharetta, GA
Sr. Technical Support Specialist

01/19-10/2019

- Identified and resolved break-fix issues using Unix and SQL, performing root cause analysis.
- Utilized expertise in Unix and SQL for effective system troubleshooting.
- Managed and triaged cases using Microsoft CRM, ensuring timely case resolutions.

Georgia Tech, Atlanta, GA
Teaching Assistant/Sub

5/2018-05/2019

- Supported a 6-month intensive coding boot camp at Georgia Tech University with over 250 hours of in-class instruction.
- Covered a comprehensive curriculum including HTML5, CSS3, JavaScript, Java, Node.js, Express.js, APIs, AJAX, Firebase, Responsive Design, Heroku, Git, User Authentication, React, MYSQL, and MongoDB.

EDUCATION AND CREDENTIALS

General Assembly Web Developer Immersive Program, 2017
12-week course in web development fundamentals, including product development, front-end development, and back-end development.

Associate of Applied Science, Johnson & Wales University, Charlotte, NC., 2008