

RYAN A. LYONS

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PROFESSIONAL SUMMARY

I am a college graduate with web design and small tech industry experience. I can work from home or an office and efficiently communicate with others to make sure that a job is handled. I have worked in both support and design for website development, which taught me the consumer/creator relationship and how to appropriately communicate with customers.

TECHNICAL EXPERIENCE

- **Languages:** PHP, HTML, C++, Python, Java, SQL, R, JQuery, C#
- **Web Development & DevOps:** Front-End/Back-End Development, Server/Domain Management, WPEngine, Hostinger, .NET focused web development
- **Tools & Platforms:** Unity, Game Maker Studios, Muscore, Notepad++, WinSCP

JOB EXPERIENCE

PLEXAMEDIA, GADSDEN, AL

05/2023–Present

Support Manager

- WPEngine/Hostinger management for creating and managing client sites.
- Support Staff Lead, answering tickets and calls from clients every day. Delegating where needed.
- Social Media Manager, scheduling content for our site and for the social media accounts of a dozen other clients monthly.
- Website Development, working on building websites from client notes and meetings during the development phase.
- SFTP Management, handling plugin management, updating, and rewriting in-house custom plugins for new sites.
- Analytics Management, handling Google Analytics to clients and reviewing how to better improve their SEO score.
- SEO Specialist, running audits and then going through and taking apart the site to improve the site score.
- Domain Management, helping clients track down their domain accounts, and making changes to their DNS. Ranging from setting their domain towards our hosts or helping them with various records-based issues.
- Plugin development, creating plugin-based solutions to certain clients' needs or altering plugins found online to fit specific situations.

DISCIPLE BRIDGE

09/2023–02/2024

Part-Time Google Ad Works Help

- Working with Google Ad Works to get the word out of their new product.

PLEXAMEDIA, GADSDEN, AL

08/2022–05/2023

Support Staff

- WPEngine and Server work for setting up development websites.
- Support Staff, answering tickets and calls from clients.
- Social Media Planner, scheduling graphics for our site and for the social media accounts of a dozen other clients monthly.
- Web Designer, working on building websites from client notes and meetings during the development phase.
- Running Site Audits for clients.
- SFTP Management, handling plugin management, and updates.

PLEXAMEDIA, GADSDEN, AL

02/2021–08/2022

Intern

- Learning the support system and customer interaction over email.
- Handling site migration changes and checks.
- Assisting the design team in building websites in Elementor.

- Building out JotForms for clients.

INTEGRATED LEARNING EXPERIENCES, ROSWELL, GA

05/2017-08/2017, 05/2018-01/2021

Content Creator, Photographer, Experience Builder

- Project Staff for National Association for Chemical Engineers and Chick-Fil-A clients
- 3D Photographer for Chick-Fil-A and Church's Chicken clients
- Experience with Articulate 360 Storyboarding.

KROGER, CUMMING, GA

05/2019-08/2019

- Produce, stocking, and customer service

MCDONALDS, CUMMING, GA

05/2016-08/2016

- Crew Member, for both opening and closing

EDUCATION

JACKSONVILLE STATE UNIVERSITY, JACKSONVILLE, AL

01/2025–Present

Master of Science in Computer Systems and Software Design

JACKSONVILLE STATE UNIVERSITY, JACKSONVILLE, AL

08/2018–12/2022

Magna Cum Laude

Bachelor of Science in Computer Science; Minor in Music Performance

- Honors
 - Dean's List and Honor Roll recognition for 4 years
 - President's List for 2 years

GEORGE SCHOOL, Newtown, PA

07/2014–05/2018

- Laramore Silent Leadership Award recipient
- Leadership and Student Activities Board member
- Dean's List, Head of School's List, Honor Roll, all four years
- Senior Resident Assistant

PROFESSIONAL CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900)

{February 7, 2021}