

# Reannon Gray

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## Summary

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Results-driven web developer with a strong technical background, delivering user-centered solutions through hands-on experience in web application projects. Expanding skill set to include software development and data analysis, with a focus on leveraging data-driven insights to inform and enhance web development projects.

## Skills

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### Frontend Development

- JavaScript
- React.js
- HTML5 & CSS3
- GSAP Animation
- Responsive Design
- UI/UX Implementation
- Frontend Performance
- Component Architecture

### Software Engineering & Tools

- Node.js
- Vite
- Git/GitHub
- Python (Beginner)
- API Integration
- VS Code
- Testing/Debugging
- Code Review

### Data Analysis & Systems

- Data Analysis
- Data Visualization
- Excel Data Processing
- ServiceNow
- Healthcare Systems
- Technical Support

### Professional Skills

- Agile Methodology
- Problem-Solving
- Team Collaboration
- Critical Thinking
- Project Management
- Technical Documentation

### Software & Tools

- Microsoft Office Suite
- Microsoft Teams
- Project Management Tools
- Data Analysis

## Work Experience

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### VA Technical Help Desk Support

GDIT

2023 - Present

- Reduced software and hardware issue resolution time by 30% for VA employees by providing technical assistance.
- Ensured system downtime decreased by 20% diagnosing and troubleshooting problems efficiently.
- Improved service resolution rate by 17% documenting, researching, and resolving customer service issues.

### Team Member

Tractor Supply

2021 - 2023

- Boosted customer satisfaction by 28% by providing personalized product recommendations.
- Handled customer interactions weekly by managing registers and assisting on the floor.
- Enhanced operational efficiency by 32% by participating in truck team operations monthly.

### Office Manager

K&P Auto

2016 - 2021

- Enhanced office efficiency by 38% streamlining and optimizing operational workflows and procedures.
- Boosted customer satisfaction by 25% by implementing effective conflict resolution strategies.
- Increased data accuracy by 56% implementing systematic record-keeping practices.

## Education

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### Master of Applied Behavior Analysis

Eastern Kentucky University

2024 - Present, Richmond, KY

### Bachelor of Science in Criminal Justice

Eastern Kentucky University

2005 - 2010, Richmond, KY

Graduated with a 3.8 GPA

### Certificate in Web Development

CodeYou

2024, Louisville, KY

## Projects

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### Moodscapes

[View Project](#)

A generative mood-based audio player web application created for my capstone project. Utilized various technologies to develop a unique and interactive user experience. Presented on Demo Day.

### To-Do List App

[View Project](#)

A web-based to-do list application designed to help users manage their tasks and stay organized. Currently a work in progress, with plans to add more features and functionality.

### Weather App

[View Project](#)

A web-based weather application that provides users with current and forecasted weather conditions. Currently a work in progress, with plans to add more features and functionality.

### Space Explorer

[View Project](#)

A web-based application that allows users to explore and learn about space-related topics. Currently a work in progress, with plans to add more features and functionality.