Reannon Gray

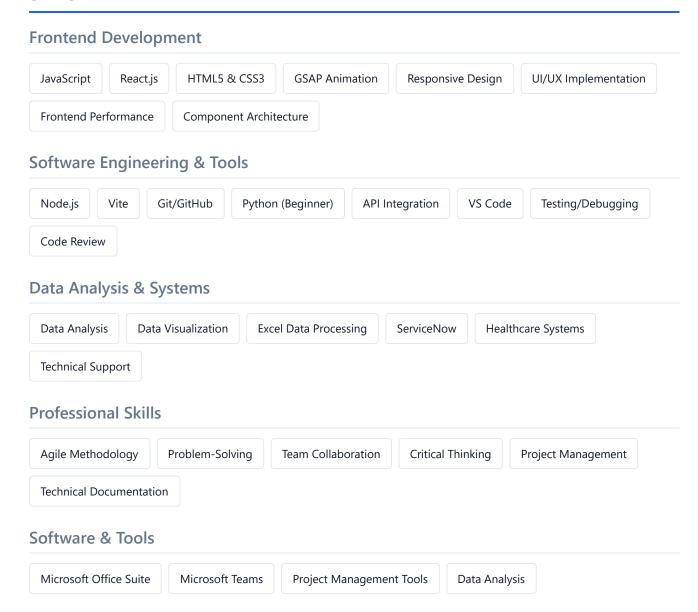
reannongray@gmail.com (mailto:reannongray@gmail.com) (606) 627-0137 (tel:6066270137)

reannoncodes.site (https://reannoncodes.site) | LinkedIn (https://www.linkedin.com/in/reannon-gray-257337269/)

Summary

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



Work Experience

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

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

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.