

# RYAN PITMAN

Quality Assurance Administrator

## PROFESSIONAL SUMMARY

Passionate Quality Assurance Admin with an excellent background in I.T systems and infrastructure. Computer Science Student at Technological University Dublin. Five years of experience in a social sector working as a Youth Support Worker with emphasis on LGBTI+ young people

## CONTACT

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## EDUCATION

Computer Science Student

CompTIA A+ Certification

Harvard CS50

QQI L6 Child Psychology

## AWARDS

District Barista Champion  
3<sup>rd</sup> Place  
*Starbucks, 2022*

Python Coding Certification  
Top 99<sup>th</sup> Percentile

## SKILLS

Coding in C, Java, Python, JS

Databases in SQL/PHP

Advanced Problem Solving

Attention To Detail

Communication

Prospecting / Lead Generation

Organization / Multitasking

Teamwork

## EXPERIENCE

### Quality Assurance Administrator

*Foundry | Dublin, Ireland | 2022 - Present*

- Gave approval on thousands of leads to A-tier clientele.
- Optimized workflow for efficiency of operation.
- Handled critical campaigns in time sensitive scenarios.
- Utilized spreadsheet software to accurately maintain a superb level of quality.
- Delivered relevant project reports from tech leaders to important contacts to generate leads.

### Data Assurance Administrator

*Foundry | Dublin, Ireland | 2022 - 2022*

- Ensured all entries within a world-leading database is maintained, accurate and relevant.
- Researched and prospected potential contacts for major tech companies.
- Worked alongside a team to hit a conversion rate of 90% on referred leads.

### Youth Support Worker

*Crosscare | Arklow, Ireland | 2022 - 2023*

- Identified crisis situations and relayed concerns to better support all young people.
- Planned and budgeted events, applied for and acquired relevant grants to fund them.
- Innovated and managed multiple Transgender Healthcare Trainings for all staff and colleagues.
- Managed and organized numerous group activities.

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## Quality Assurance Administrator

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| <b>PROGRAMS</b><br>Visual Studio<br>MySQL / PostgreSQL<br>Microsoft Suite  | <b>CONTINUED</b><br><br><b>Barista</b><br><i>Starbucks   Arklow, Ireland   2021 - 2022</i> <ul style="list-style-type: none"><li>▪ Delivered excellent customer service in a fast-paced store.</li><li>▪ Won 3rd place in District Barista Championship.</li><li>▪ Created hand-crafted beverages to strict standards.</li><li>▪ Devised strategies to promote new coffees and coffee knowledge amongst colleagues and customers.</li><li>▪ Handled sales using an ePOS system.</li><li>▪ Trained and developed new barista talents.</li></ul> |
| <b>APPLICATIONS</b><br>Git<br>Outlook<br>Oracle  | <b>General Staff</b><br><i>OmniPlex   Arklow, Ireland   2021 - 2021</i> <ul style="list-style-type: none"><li>▪ Handled queries, concessions, and sales in a busy cinema.</li><li>▪ Managed large quantities of customers daily whilst working under time-constraints.</li><li>▪ Ensured all aspects of the cinema were running correctly, smoothly, and to the set guidelines given.</li></ul>  |
| <b>PERSONAL STRENGTHS</b><br>Builds Partnerships<br>Drives Change<br>Collaborates<br>Enables and Motivates<br>Analyses Problems<br>Innovates Solutions<br>Develops Self and Others | <b>Repair Technician</b><br><i>CompuDoc   Arklow, Ireland   2017 - 2018</i> <ul style="list-style-type: none"><li>▪ Undertook complicated repairs on various computer and mobile based systems.</li><li>▪ Started and later completed CompTIA A+ Certification whilst working.</li><li>▪ Delivered up to date I.T knowledge and information to customers daily.</li><li>▪ Handled sales of I.T hardware and accessories while maintaining a busy internet café.</li></ul>  |
| <b>VOLUNTEER WORK</b><br>Cardiac First Responder<br><i>Avoca CFR</i><br>2019 - Present<br><br>Civil Defense Volunteer<br><i>Civil Defense Ireland</i><br>2019 - 2022               |  |