

## Justin Ray

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### Professional Summary

Technically minded and self-taught software developer with a background in customer service, data management, and internal tooling. Experienced in Python scripting, Excel automation, and web technologies. Proven ability to lead initiatives, streamline operations, and provide expert support in fast-paced environments. Strong communicator with both technical and non-technical teams.

### Technical Skills

Languages/Tools: Python, SQL, JavaScript, HTML, CSS, Ruby, Bash

Frameworks/Libraries: Flask, Bootstrap, Dart/Flutter

Tools/Platforms: Excel VBA/Macros, Git, Zendesk

Systems: Windows, Linux, macOS

Other: Command Line, Sound Engineering

### Professional Experience

#### Freelance Development Services

Web dev, Sound Tech, Music Instructor | 2023 - Present

- Designed small websites and software utilities for private clients.

#### Ingram Content Group - La Vergne, TN

##### Lead Customer Care Specialist & Business Operations | Oct 2018 - Oct 2022

- Managed multiple publisher accounts, resolving logistical, compliance, and data issues.
- Utilized Qlik Reporting, Zendesk, and internal systems to analyze and streamline workflows.
- Acted as a liaison between warehouse teams and publisher clients.
- Developed Excel and Zendesk Macros as well as Python scripts to automate repetitive processes.
- Helped introduce Zendesk ticketing system; trained team on efficient use.
- Served as knowledge expert for team and sales partners; monitored escalations and quality. Supported wholesale and publisher clients, resolved complex customer and order issues.
- Became proficient in multiple backend tools and mainframe-based inventory systems.

#### Belle Aire Baptist Church - Murfreesboro, TN

Facilities Specialist | Feb 2015 - Oct 2018, Oct 2022 - Present

- Performed commercial janitorial and event setup services.
- Acted as de facto team lead, overseeing task coordination and daily prioritization.

#### Freelance Technical & Creative Services

Web dev, Sound Tech, Music Instructor | 2005 - 2015

- Provided live sound engineering for events and recorded media.
- Taught private piano and guitar lessons.

### Education

Associate of Arts (AA) - Broward College, 2008

### Certificates & Technical Training

- IT Help Desk Professional (Udemy, 2022)
- Codecademy: Python 3, SQL, JavaScript, HTML/CSS, Ruby (2022) Command Line, NLP Basics, Blockchain w/ Python (2023)
- Excel VBA (LinkedIn Learning, 2022)

### Additional Achievements

- Eagle Scout (Bronze Palm), 2007
- 1<sup>st</sup> Dan Black Belt (Choong-Sil Taekwondo), 2023
- 1<sup>st</sup> Degree Black Belt (Stevens Family Krav Maga), 2023