

# RYAN HOFFMAN

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## Summary

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Seasoned, focused IT Professional/Business Analyst with significant experience advancing business objectives through R&D and prototyping processes. Recognized for creation, implementation, and adherence to “best practices” within the development process, including requirements gathering, solution design, product/solution development, deployment, and maintenance. Extensive experience working with stakeholders at all levels to identify business objectives and identify/implement emerging technologies as prospective solutions. Has led the development process on numerous projects, ensuring adherence to envisioned roadmaps through the prioritization of objectives and backlog requirements. Additional experience in training clients and delivery teams, marketing products through tours and presentations, SDLC Methodologies such as waterfall, agile, scrum, and incremental design, driving direct sales, and collaborating with a lean IT team.

## Skills

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- HTML5 & CSS
- Business Analyst Training
- Client Support
- Roadmap Creation
- Microsoft Excel and PPT
- Reengineering Technology
- Implementation Strategies
- Data Collection
- Business Process Management
- Strong Analytical Skills
- Quality Assurance
- Risk Assessment
- Systems Design Experience
- Solution Performance Monitoring

## Work Experience

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### **LEAD R&D ENGINEER – iLink, CLO, and The Neighborhood Network – Lenexa, Kansas – Oct 2013 – June 2018**

- As Head of R&D and acting Business Analyst, instituted new Research and Development procedures while designing/wiring unique and thoroughly vetted technical solutions to support a range of issues and concerns within the IDD and senior populations, according to project owner/stakeholder specifications and vision.
- Instituted and designed new processes to assess the needs of clients and ensure that they are party to the SDLC/development process, thereby improving overall device acceptance and utilization.
- Improved the real-time capacity and efficacy of a security monitoring center responsible for the simultaneous monitoring of over 50 independent sites, by redesigning audio and visual recording procedures, sensor alert procedures, and overhauling all currently used equipment and software, based on input from staff and state agencies.
- Designed and developed an enterprise-class smart home automation system, capable of supporting the integration and operation of thousands of different sensors and smart home devices, which compiled alerts in the cloud and activity into searchable databases, improving consumer safety, response times, and company scalability.
- Reduced the need for in-house staffing due to home automation, such as through a remote reboot strategy, which reduced the need for staff deployment to remote sites by 98%, thereby saving the company tens of thousands of dollars annually.
- Created documentation for initial Tiers of device support and managed all final escalations of smart home devices and access control systems, including site visits and repairs/replacement.
- Effectively handled and managed numerous simultaneous priorities and projects, such as speaking with investors and construction teams, providing support and testing, and running site tours, prioritizing issues based on severity and customer needs metrics.
- Leveraged to develop strategies for the training and education of customers, investors, and news organizations, which enabled the company to expand technologies and monitoring to the Virginia marketplace as well as secure outside investments.
- Assisted the IT Director, using Six Sigma Methodology, to improve existing IT processes and save the company tens of thousands of dollars annually.

### **QUALITY ASSURANCE SUPERVISOR – Vaad Hakashruth of Kansas City – Overland Park, Kansas - Jul 2013 - Oct 2013**

- Monitored operations, procedures, and inventory changes for companies bearing Vaad food certifications.
- Supervised, directed, and trained clients within certified organizations.
- Educated communities regarding food manufacturing and the need for certification through workshops, demonstrations, and marketing.

### **CUSTOMER OPERATIONS SPECIALIST – NDT Supply Inc. – Mission, Kansas – Aug 2011 – Oct 2012**

- Monitored unpaid accounts and processed transactions utilizing “Quickbooks” financial software.
- Tracked client inquiries while driving direct sales strategy and system usability recommendations.
- Provided Customer Service and Product Support.
- Created and organized website product pages into hierarchical groupings while updating databases according to frequent pricing and product specification changes, thereby improving website usability and sales conversion rates while decreasing after-the-fact pricing adjustments.

### **RESEARCH ASSISTANT TO DR. EVAN HEIT – University of California, Merced – Jan 2010 – Dec 2010**

- Developed and maintained research plans with Dr. Heit, utilizing usability testing, and recruited, moderated, and compiled study data for scientific journals and presentation.
- Conducted research in numerous studies, primarily with undergraduate subjects, assessing the links between memory and reasoning in cognition (occasional crossover with Eye-Tracking Design and Computer Recognition studies).

## **Higher Education**

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### **MASTER’S COURSEWORK IN ETHICS AND RELIGIOUS LAW - David Shapell’s College – Oct 2012 – May 2013**

### **BACHELOR’S IN NEUROSCIENCE/COMPUTER SCIENCE with *Highest Honors* - University of California, Merced – Aug 2009 – May 2011**

- Top of Class; Cumulative 4.0 GPA
- Hillel Student Organization: President, 2010 –2011
- Co-Collaborator; Artificial-Intelligence, Neuroscience, and Electronic Research

### **UNDERGRADUATE COURSEWORK – Miramar College – Aug 2007 – May 2009**

- Cumulative 4.0 GPA