

Ruby Ryan

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EDUCATION

Western Governors University, B.S. in Information Technology

Oct 2023 – Present

Relevant Coursework: Data Management Foundations, Data Management Applications, Applied Probability & Statistics, Business of IT Applications, Spreadsheets (Excel), Scripting and Programming Foundations, Technical Communication, Business Productivity Software, Principles of Management, Organized Behavior and Leadership, User Interface Design

CERTIFICATIONS & TECHNICAL SKILLS

Data Analytics: Microsoft Excel, Data Cleaning, Data Analysis, Data Validation, Database Management, Reporting, Statistical Analysis

Business Intelligence: Dashboard Development, KPI Reporting, Data Visualization, Performance Metrics, Executive Reporting

Programming & Tools: SQL, MySQL, HTML, JavaScript, Linux Command Line, GitHub, Visual Studio Code, Microsoft Office Suite, Excel

Certifications: Linux Essentials Certification (LPI), CompTIA A+, ITIL® Foundation

PROFESSIONAL EXPERIENCE

Gartner

Account Executive, MSE

Irving, TX

Mar 2025 – Nov 2025

- Owned a portfolio of 5 midsize enterprise accounts centered on retention, relationship-deepening, and expansion, delivering \$33K in revenue above quota and a 100% renewal rate.
- Conducted quarterly business reviews by analyzing account performance, identifying business challenges, and presenting recommendations tied to strategic priorities and measurable ROI.
- Partnered with C-suite executives and cross-functional teams to gather requirements, evaluate solutions, and develop technology strategies aligned with organizational goals.

CrossRoads Technologies Consulting Group

Territory Manager of the West / Account Executive

Mesa, AZ

May 2023 – Mar 2025

- Evaluated business, financial, and technical requirements for enterprise clients to recommend scalable technology solutions aligned with operational goals and budget objectives.
- Managed the full client lifecycle including discovery, requirements gathering, vendor evaluation, solution recommendations, implementation coordination, and stakeholder communication.
- Led a 45+ location telecommunications and internet installation project for an enterprise client, consolidating multiple invoices into a single monthly bill and reducing client expenditure by \$10,000/month.
- Created technology recommendations through cost analysis, vendor comparisons, and total cost of ownership evaluations to support executive decision-making.
- Promoted to Territory Manager based on consistent client success, problem-solving ability, and leadership in improving customer outcomes.

ADDITIONAL EXPERIENCE

Lombardi Family Concepts

Server

Dallas, TX

May 2026 – Present

- Manage high-volume guest interactions while balancing operational priorities, accuracy, and service efficiency in a fast-paced environment.
- Maintain detailed knowledge of menu offerings, customer feedback, and sales performance metrics to contribute to revenue growth and guest retention.
- Process financial transactions accurately while managing multiple priorities and maintaining exceptional attention to detail.

JOEY Restaurant Group

Shift Lead / Server

Dallas, TX

Nov 2025 – May 2026

- Promoted to Shift Lead within four months; led front-of-house teams, bar, and greeter roles, coordinating up to 100 labor hours per shift across three dining sections.
- Tracked dollar-per-labor-hour and spending variance in real time, using daily sales data to adjust staffing and consistently hit labor cost targets.
- Built and ran a daily review-incentive program that generated as many as 15 five-star reviews in a single day, reducing reliance on paid marketing to drive organic growth.
- Held VIP/comp spend variance to as low as 2% of weekly sales through disciplined tracking and prioritization of no-cost guest-experience alternatives.