

# Risa Luthor

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## PROFESSIONAL SUMMARY

Results-driven Software Engineer with leadership and development expertise, adept at driving innovation and optimizing processes. Skilled in various programming languages, software troubleshooting, and project coordination.

## SKILLS

- Programming: HTML5, CSS, Python, C++, PHP, SQL, Java
- AutoCAD, 3D Visualization, Graphic Design
- Management Software, Shipping/Receiving, Field Task Management
- IT Management, Computer Networking
- Database Management: SQL Server, Oracle 8.x/9.x
- Operating Systems: Windows Server 2016, Linux/Unix, Mac OS
- Retail Skills: Leadership, Inventory Control, Technical Writing
- Communication, Problem-Solving, Customer Service

## EXPERIENCE

### **Customer Service Supervisor | Burlington | Denton, TX | Nov 2022 - Current**

- Streamlined mobile citation, ticketing, and order fulfillment processes.
- Collaborated with IT to diagnose and resolve in-store network issues.
- Achieved optimal user performance through guidance and support.
- Managed Workforce Management Software, POS systems, Zebra handhelds.

### **Owner/Software Engineer | RMLuthor | Denton, TX | Jan 2020 - Current**

- Designed 3D renderings, websites, and user interfaces; proficient in HTML, CSS, PHP.
- Managed data entry using SQL and Quickbooks, created basic mobile app designs.
- Developed and approved data management and database designs.
- Enhanced software user experience through intuitive design and bug fixes.
- Adapted software to new hardware, emerging technologies.

Co-Manager | Ollies Bargain Outlet | Lewisville, TX | Sep 2021 - Jul 2022

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- Executed strategies for business growth and profit expansion.
- Delegated tasks and maintained organized schedules.
- Cross-trained staff to diversify operational capabilities.
- Ensured compliance with safety procedures and monitored operations.
- Supported users with well-configured computer hardware and software.

## **EDUCATION**

**Bachelor of Arts - Music Performance** | Sam Houston State University, Huntsville, TX

**Bachelor of Science (B.S.) - Software Engineer** | Colorado Technical University, Denver, CO | Graduated with 3.5 GPA