

NATHAN MCDONOUGH

Software Developer | React • JavaScript • Node.js

+19374505740 @ nathan@nathanray.dev github.com/NathanRayM nathanray.dev Grove City, Ohio USA

EXPERIENCE

Owner / Software Developer

Sound Cellar Recording

2016 - Present

- Managed end-to-end client projects from consultation through final delivery, balancing timelines, technical requirements, and stakeholder expectations.
- Built and maintained studio websites, creating and updating online content, improving user-facing presentation, and supporting business visibility.
- Coordinated project scheduling, client communication, and concurrent production workflows across multiple active engagements.
- Built, configured, and optimized custom workstations, including hardware installation, system setup, and performance troubleshooting.
- Installed, configured, and maintained software, drivers, plugins, and operating systems to support stable, high-performance production environments.
- Maintained technical infrastructure, including signal routing systems and studio hardware, to ensure reliable operation and efficient workflows.
- Delivered client-focused solutions by translating creative goals into technical execution and polished final products.

Designated Program Coordinator

JP Morgan Chase

2012 - 2016

- Provided client support through in-person, phone, and email channels, ensuring timely issue resolution and consistent service delivery.
- Investigated client issues, identified appropriate solutions, and escalated complex cases to the correct departments for resolution.
- Trained clients on company SaaS platforms, guiding users through product functionality, onboarding, and troubleshooting.
- Created procedural and operational documentation to improve departmental consistency, knowledge sharing, and workflow efficiency.
- Maintained accurate service records and client documentation while supporting compliance with company policies and regulatory requirements.

SUMMARY

Web developer with hands-on experience building responsive, user-focused applications using JavaScript, React, HTML, CSS, REST APIs, Node.js, and Express.js. Brings a strong foundation in technical support, SaaS training, client communication, and systems troubleshooting, with a proven ability to translate user needs into practical solutions. Transitioning into front-end development with a focus on usability, clean implementation, and continued growth in modern web technologies.

KEY ACHIEVEMENTS



Expanded Client Base Through Website Improvements

Increased client base by 50% in two years by building and improving the studio website with a focus on usability, SEO, and stronger online conversions.



Delivered High-Volume Client Projects

Delivered over 100 client projects annually while maintaining a 95% client satisfaction rate through consistent communication, technical execution, and reliable delivery.



Improved Workflow Efficiency

Improved operational efficiency by 30% by optimizing technical workflows, production systems, and day-to-day studio processes.



Increased Website Visibility

Increased product page views by 40% through SEO-focused content updates, improved site visibility, and targeted online content management.

EXPERIENCE

Broadband Support Manager

Teleperformance USA

📅 2006 - 2012

- Led a technical support team supporting customers with broadband connectivity, device configuration, and network-related issues.
- Troubleshoot hardware, firmware, drivers, and client-side software affecting connectivity and system performance.
- Managed escalated support cases involving provisioning, software configuration, and application-level troubleshooting.
- Coached and mentored support agents to improve troubleshooting efficiency, technical accuracy, and customer satisfaction.
- Analyzed technical metrics and reporting data to identify trends and support process improvements.
- Application-level troubleshooting.
- Coached and mentored support agents to improve troubleshooting efficiency.
- Analyzed technical metrics and reporting data to identify trends and support process improvements.

PROJECTS

Sound Cellar Recording Studio Website

Studio website using React & Node.js/Express.js with audio demos, responsive design, optimized SEO, accessibility, & performance for recording, mixing, & mastering services.

- Built and maintained a responsive React website for a recording studio to showcase services, strengthen online visibility, and support client inquiries.
- Developed interactive audio demonstration features and used Node.js and Express.js to support contact form and server-side functionality.

Dual Source Audio Player

A browser-based audio player created for audio engineers to showcase mixed and unmixed versions of songs on their websites, helping potential clients evaluate sound quality and production work.

- Developed a browser-based dual-source audio player that lets audio engineers present mixed and unmixed versions of a song on their websites.
- Designed the experience to help potential clients compare audio quality and better understand the value of an engineer's mixing and production work.

Weather Dashboard App

A web application that provides users with current weather details based on their location.

- Built a responsive weather dashboard application that retrieves and displays real-time weather data through REST API integration.
- Implemented dynamic UI updates and interactive front-end functionality using JavaScript and CSS.

SKILLS

Frontend Development

HTML

CSS

JavaScript

React

Responsive Design

Accessibility (WCAG)

REST APIs

Git

GitHub

Vite

npm

Object-Oriented Programming (OOP)

Node.js

Express.js

Professional Strengths

Problem Solving

Technical Documentation

Client Communication

Project Coordination

Troubleshooting

Leadership

EDUCATION

High School Diploma

North High School

📍 Springfield, Ohio USA