Ryan Wiltse

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SUMMARY

Experienced Information Technology specialist with Computer Information Systems degree from Whatcom Community College. Passion for learning new skills and creating more efficient processes through hard work and determination.

EXPERIENCE

IT Technician
Professional Bureau of Collections of Maryland Inc.   September 2019 – March 2020, Sacramento, California

· Perform help desk functions utilizing a spice works based ticketing system personally completing over 25 tickets per day, maintaining an average current open ticket count of less than 5 day over day.
· On site technical support for one hundred and fifty end users, off site technical support for two hundred and fifty end users accessing terminal servers through thin client devices using standard operating procedures and troubleshooting steps to find and solve issues quickly.
· Office 365 administration of email accounts to maintain a low overhead of unused licenses saving hundreds of dollars per month.
· User account creation and management in Microsoft Active Directory using Powershell to find and cleanup inactive accounts and groups.
· Vulnerability tracking using Tenable to keep local computers up to date and secure.
· Group policy management of user accounts to push out printers and server access to the correct user groups.

Lead CNC Machinist
Trulife   October 2018 – February 2019, Bellingham, Washington

· Managed team of experienced machinists through daily assignment and goal meetings to achieve higher than average part production.
· Operated specialized production equipment such as Kitamura, Haas, and Mori Sieki 3 and 4 axis milling machines creating aluminum, titanium aerospace and prosthetic parts using AS9100 standards.
· Ensured smooth operation through efficient management of materials and maintenance by following schedules and tracking part production volumes and preparing materials in advance.
· Identified solutions to unique problems such as determining what an unlabeled material was by using specialized hardness testing equipment.
· Quality control of parts by utilizing blueprints and measurement devices to maintain less than 5% scrap.
· Forklift operation to move stock and chip waste bins.

Operations Manager
Perecan Farm LLC.   January 2017 – March 2018, Bellingham, Washington

· Increased company sales from $40,000 per month to over $90,000 through the following.
· Created new standard operating procedures to increase efficiency of order completion from multiple days to less than a few hours allowing same day fulfillment.
· Improvised new processes to increase workplace productivity by relocating staff and materials lowering travel times.
· Created and managed an ongoing live inventory system through Google Sheets and Excel that would automatically email clients on a twice weekly basis.
· Cut down on staffing requirements by cross training current employees lowering staffing overhead by thousands per month.
· Oversaw on-boarding of new employees cutting time required to be proficient in business operation from multiple weeks to a few days.
· Operated specialized equipment and machinery through constant monitoring and micro adjustments.

IT Technician
Northwest Technology   May 2015 – December 2016, Ferndale, Washington

· Gained proficiency with Windows Server 2012/2016, Windows 10/7/8/8.1, Office 2013/2016/365 through necessity of troubleshooting issues belonging to clients.
· Provided technical support to a wide variety of clients, including small business and government serving thousands of end users.
· Managed user accounts in Active Directory.
· Created and implemented group policy objects.
· Used ConnectWise to generate and manage customer support tickets through email and phone.
· Trained four new employees to the level of proficiency required to perform support for dozens of clients.
· Processed hundreds of warranties accurately and efficiently of dell products for the Ferndale school district.
· Image nine hundred dell laptops over a span of a month preparing them for the start of the school year.

EDUCATION

Associates Degree in Arts and Sciences for Computer Information Systems
Whatcom Community College · Bellingham, Washington · 2014

SKILLS

Excel, Word, Office 365, Windows, Windows Server, IOS, Android, Quickbooks, Connectwise, Spiceworks