Franklin Ryland

Information Technology Specialist (CUSTSUP)
Huron, SD 57350
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A willing to move exceptionally capable Information Technician Support Specialist with good practice in troubleshooting complex end-user issues. Enthusiastically seeking to bring a vast repertoire of both hardware and software knowledge to a challenging position at a growing technical support team. Other skills include:
• Analytical and Critical Thinker • Customer Service Expert • Fast Learner • Skilled Multi-tasker

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Information Technology Specialist (Customer Support)
StevenDouglas (WAPA) - Huron, SD
April 2021 to Present

Hardware Maintenance: Assemble, install and configure systems and equipment inside of DOE facilities. Preforming Maintenance of end users machine for fluid work flow. Install, upgrade and remove software according to DOE approved Software List.

Solve Complex Problems:
Work with End Users to resolve issues not easily researched for fast answers.

Customer Service: Resolve End User issues over the phone, email, instant messaging, and/or Walk-ins. Create Knowledge base articles to flow resolutions faster. Creates, closes and works on 10 - 15 tickets a week.

Information Technology Contractor (Information Technology Specialist Tier II)
INSUVI, Inc - Pierre, SD
August 2020 to March 2021

Hardware Maintenance: Replacing battery and hard drives, as well as re-imaging of machines
Customer Service Call Center: Over 10 ticket resolved a week
Solved Complex Problems: Work with customers to solve problems not able to be googled for direct answer. Exp: fix computer recovery by opening recovery command prompt and using check disk command to fix corruption in boot issues.

Contractor
TEKsystems, Inc - Huron, SD
August 2019 to June 2020

Hardware Maintenance:
Upgrade 115 Computer to "Windows 10". Preform Break fix on 100 computers.
Costumer Service Call Center:

Answer and fix issues in under 15 minutes. Create and maintain a ticketing system from calls and emails.
Solved Complex Problems:
Diagnose Rockwell problems in a machine to fix a scale that inputs scale data to a database. Work with VPN issues to connect users from home. Fix a script for automatic termination for a list of terms for the week.

Information Technology Specialist
Huron Regional Medical Center - Huron, SD
February 2018 to August 2019

Hardware Maintenance:
Setup 40 computers for deployment to the floor.
Networking Administrator:
Configured and maintained 22 VLANs, 24 (Aruba, hp, and Extreme) Switches, 7 EXSI Hosts, and 2 Sans to talk over the network.
Solved Complex Problems:
Company's Active Directory Federation Sever responded to user interaction with an unavailable response. Solved by recreating the server and activating the federation service.
System Administrator:
Created and maintained 52 virtual/physical servers, 7 EXSI hosts, and Support over 400 computers.

Information Technology Contractor
Riverside technologies, Inc
2017 to 2018

Hardware Maintenance:
Preform break fix on 10 - 30 computers daily in a fast-past environment with excellent time management.
Management:
In charge of maintaining Service Level Agreement (SLA) parameters.
Solved Complex Problems: discovered a flaw in program for Windows 10 use of AutoCAD fixed with a scan tool on a working computer and a broken computer.

Information System Technician Petty Officer Third Class
United States Navy
April 2012 to 2017

Costumer Service Call Center:
Executed over 1000 hours on call center operator and after-hours technician, providing and promoting good customer relations and customer satisfaction for the company
Hardware Maintenance:
Monitored 30 servers on 90 routine maintenance procedures to reduce failure, produced a decrease in failure rate by 33%.
Replaced and installed company computers and servers, hard drives, floppy drives, ROM drives, Random Access Memory cards, Power supplies, expansion boards, network cards, heat sink, computer fans, CMOS battery, uninterpreted power supply, maintaining company production.

Education

BS in Network and Security Administration
Dakota State University - Madison, SD

August 2018 to May 2022

Military Training in Information Technology
Corry Station A School - Pensacola, FL
September 2014 to April 2015

High school diploma
Huron High School - Huron, SD
August 2006 to May 2010

Skills

- Technical Support (5 years)
- Windows (5 years)
- Active Directory (5 years)
- Networking (2 years)
- VPN (3 years)
- LAN (5 years)
- DNS (2 years)
- System Administration (3 years)
- Network Support (2 years)
- TCP/IP (2 years)
- Microsoft Windows Server (3 years)
- Help Desk (5 years)
- Exchange to O365 Migration (Less than 1 year)
- DHCP (3 years)
- Troubleshooting (5 years)
- PowerShell (4 years)
- Disaster Recovery (1 year)
- SQL (Less than 1 year)
- Microsoft Excel
- Computer Networking
- Microsoft Word
- VoIP
- Software troubleshooting

Military Service

Branch: United States Navy
Service Country: United States
Rank: E-4
April 2012 to April 2017

Commendations:
Joan Dooling Award, Nave and Marine Award Medal, Good Conduct Award Medal, Global War on Terrorism Service Medal, Global War on Terrorism Award Expeditionary Service Medal.

Certifications and Licenses

CompTIA A+
November 2016 to November 2020

CompTIA Security+
November 2016 to November 2020

Secret Clearance

Assessments

Technical support — Highly Proficient
February 2021

Performing software, hardware, and network operations
Full results: Highly Proficient

Customer service fit — Proficient
July 2020

Measures the traits that are important for success for customer service roles.
Full results: Proficient

Logic & critical thinking — Highly Proficient
July 2020

Using logic to solve problems.
Full results: Highly Proficient

Basic computer skills — Expert
May 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.
Full results: Expert

Technical support: Customer situations — Highly Proficient
May 2020

Responding to technical support situations with sensitivity
Full results: Highly Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.