|  |  |
| --- | --- |
| PERSONAL INFORMATION | Ryan Germain |
|  | |
|  | 952 SW Campus Drive, Apt 17C1, Federal Way, WA 98032 |
| 253-259-5743 |
| Ryan@crossfieldseattle.com |

|  |  |
| --- | --- |
| Overview | Motivated, personable professional with a talent for the quick mastery of technology. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports & meeting stringent reporting requirements.  Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrives in deadline-driven environments. Excellent collaboration and professional development skills. |

|  |  |
| --- | --- |
| WORK EXPERIENCE |  |

December 2020 – Present Crossfield Group, LLC

* Founder
* Small Business Cloud Services Administration
* Microsoft 365 Administration
* G Suite Enterprise Administration
* Identity and Brand Management
* Content Creation and Editing

March 2020 – Present Serenity Memorial Group

* Operations Technician
* At Need Funeral Arranging, Contracts, Payments
* Funeral Service Staffing
* Website Management
* Customer Relationship Management
* Video Production
* Hardware Support
* Microsoft 365 Administration

September 2019 – January 2020 Securitas Security Services

* Emergency response and mitigation
* Access control and admittance processing
* Frontline customer service
* Security log/report preparation
* Regulatory enforcement

September 2018 – January 2019 Kaiser Permanente

* Frontline service ambassador, customer service representative
* Scheduling of patient appointments
* Coordination of complex provider schedules

June 2019 – November 2019 McChord Composite Squadron, Civil Air Patrol

* Frontline unit technology support
* Provision of regulatory guidance and support
* Hardware configuration, repair, and maintenance

December 2017 – November 2020 Washington Wing, Civil Air Patrol

* Former director of Information Technology
* Provision of regulatory guidance and support
* Technology and infrastructure modernization project leader
* Hardware configuration, repair, and maintenance
* Network configuration and maintenance
* Azure Service Administrator
* G Suite Service Administrator
* Help desk manager for Tier 1-3 support
* Leader of internal process automation taskforce
* Management of IT infrastructure for over 1,500 personnel

October 2017 – April 2018 CLEAR

* Process new biometric passenger enrollments
* Perform biometric security screening
* Passenger engagement and direction

February 2017 – July 2017 Physio-Control, now part of Stryker

* Receive incoming complaint reports on real and/or perceived issues via phone, written or electronic reports for both US and Canadian customers on Physio-Control products.
* Evaluated complaints to determine if a Medical Device Report (MDR) or Vigilance report is required.
* Collaborate with technical and/or clinical peers in cross functional groups to ensure a thorough product analysis. Take results and formulate a reasonable conclusion to the reported issue.
* Provide technical (product) and clinical support to customers, field sales and service personnel regarding Physio-Control device operation.

April 2016 – February 2017 American Queen Steamboat Company

* Emergency Medical Technician Basic
* Deckhand

October 2011 – February 2017 Savage Volunteer Fire Company, Savage, Maryland

* Volunteer Emergency Medical Technician Basic
* #1 EMS Responder 2012 with 296 emergency responses

September 2015 – April 2016 Falck Northwest

* Emergency Medical Technician Basic
* ALS/SCT EMT
* Emergency Vehicle Operator

September 2014 –September 2015 LifeStar Response of Maryland

* Emergency Medical Technician Basic
* ALS/SCT EVO
* Emergency Vehicle Operator

February 2014 –October 2014 Hart to Heart Transportation

* Emergency Medical Technician Basic
* ALS EVO
* Emergency Vehicle Operator
* Inventory control and management

September 2013 – January 2014 Taylor Made Transportation

* Emergency Medical Technician Basic
* Emergency Vehicle Operator
* Stretcher/Stairchair Trainer

July 2012 – September 2013 Procare Ambulance, Crofton, Maryland

* Emergency Medical Technician Basic
* Social Media Marketing Team Member
* Dispatcher/Call Taker

July 2008 – August 2009 Naval Hospital Corpsman, United States Navy

* EKGs
* Phlebotomy
* Daily patient care
* IV Administration
* Medication Administration
* Assistance in conducting sterile procedures

|  |  |
| --- | --- |
| EDUCATION AND TRAINING |  |

2019 Green River College

BAS Network Administration and Security Program

2015 Nationally Registered EMT

Washington State EMT

2013 Emergency Medical Services Officer I

University of Maryland, Maryland Fire and Rescue Institute, Howard County PSTC

2012

Emergency Medical Technician Basic

University of Maryland, Maryland Fire and Rescue Institute, Howard County PSTC

2008

Naval Hospital Corpsman Basic

Naval Hospital Corps School, Great Lakes, IL

2008

Stone Bridge High School

Ashburn, Virginia

|  |  |
| --- | --- |
| PERSONAL SKILLS |  |

|  |  |
| --- | --- |
| Organisational / managerial skills | * Process analysis and improvement * Collaborates well with internal and external teams and builds relationships * Mentorship and employee development * Meets critical deadlines * Inventory analysis and forecasting * Problem solving and decision making * Ability to manage self and lead others * Effective communication within organization and outreach * Creation of documents for use in contract proposals * Design of PowerPoint presentations for use in client presentation * Designs and delivers series of briefings for personnel, covering new projects, safety, and training scenarios |

|  |  |
| --- | --- |
| Computer skills | * Device analysis and retrofitting * Remote troubleshooting and administration * Network hardware management * Cable laying and management * Peripheral administration and troubleshooting * Azure Administration * O365 Administration * G-Suite Administration * 85 Words per minute typist * O365 Suite * Visio * Adobe Creative Cloud |
|  |  |