**Ryan Michael Money**

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**IT Support / Network Admin - Tier 2** – Fidelis Inc. - Tukwila, WA - *9/19 to 5/20*

* Working on a wide range of IT related support requests, from a variety of client types and multiple locations. Functioning as first & second level line of support – both as remote help desk and onsite support, working independently or a part of a small team.
* Working within the ticketing system and remote management systems for both onsite and remote work. Responding to customer support tickets promptly, providing concierge-level technical support, documenting resolutions to support requests, and escalating tickets as needed.
* Communicating effectively with clients via phone and email, responding to all requests and concerns in a timely fashion. Explaining resolutions, answering questions, and providing professional advice as needed.
* Internal Break Fix Support (Printers/ desktops/network)
* Basic administration, including add/remove users and groups, configure file permissions, check event logs, configure and restore from backup.
* Manage client account information and documentation within Autotask, Spiceworks, IT Glue, Webroot, Datto, and Continuum.
* Experience with Active Directory, VMs, DNS, DHCP, and group policies.
* Investigate, analyze, diagnose, and resolve IT infrastructure problems.
* Configure, install, troubleshoot, and maintain; Workstations, Servers, Routers, Firewalls, Switches, Wireless access points, Patch panels, Shared printers, label makers, and other peripherals.
* Respond to service requests from customers and vendors utilizing our RMM and other internal business tools to provide customer support.
* Prioritize ticketing flow to ensure SLA and other guarantees are met based.
* Support, troubleshoot and build upon existing networks that are Windows based.
* Installing and configuring software on user endpoints.
* Account administration of Office 365 accounts.
* Supporting applications for users for Office 365; Outlook, Word, Excel, OneDrive, SharePoint, Microsoft Teams. Additionally; Adobe suite, Webroot.
* Completed Microsoft License verification process for client.
* Perform necessary due diligence to quantify both the products and service necessary for the purposes of quantifying project scope
* Adhere and contribute to the development and utilization of company Standard operating procedures (SOP).
* Participating in 24/7/365 on-call rotation.
* New PC deployment and PC Imaging.
* Execution of PowerShell and command line scripts to perform IT tasks.
* HIPAA Information Security compliance certified 2020.
* Proper disposal of customer retired equipment with confidential business information.

**IT Support Specialist** - Freedom Smoke USA - Tucson, AZ - *2/19 to 6/19*

• Primary role to provide support to all point-of-sale systems, computers, network issues, and all IT related issues for the company across 8 locations remotely and in person.

• Receives incoming telephone, voicemail, email, text message, and in-person requests for assistance from users experiencing problems with hardware, software, networking and other computing-related technologies.

• Diagnose software, firmware & hardware errors and conduct solutions to resolve any issues.

• Initiate and implement improvements to cable management within each location.

• Manage user permissions, group policies, and data storage in Active Directory Microsoft Server 2012.

• Configure hardware and software, setting up peripherals such as new computer setups, printers, routers, switches, repairing equipment, and providing daily support for computer network users.

• Managed network and security using Cisco Meraki SD-WAN / VPN and ConnectWise Automate Remote IT monitoring software.

• Experience assigning clients with Static IP address and DHCP.

• Administer changes to the company’s web site through Magento back end.

• Created newsletter templates using HTML5/CSS in the Magento.

• Train and assist store managers and other corporate staff on how to do specific tasks in Microsoft Windows and Microsoft Office / Excel / Outlook / 365.

• Communicate technical concepts to non-technical people

• Maintained over 120 security IP cameras across 8 locations recording to onsite servers.

• When needed, help with shift coverage in the stores and worked as a Sales Associate in the stores while still overseeing IT tasks for other locations while out of the office.

**Quality Assurance**- South Seas Data LLC - Englewood, CO - 4/14 to 1/17

• Primary job role was for the final testing, inspection, and configuration of multiple computer footprints & client peripherals.

• Imaged/evaluated multiple Point of Sale (POS) computer systems at once using a KVM switch daily.

• Imaged/evaluated multiple POS Equipment.

• Diagnose, Rebuild, and configure equipment.

• Ensured and maintained the company's strict quality assurance standards.

• Logged all daily usage of part inventories and scrap equipment.

• Logged all labor and part usage in asset management system accurately.

• Responsible for an array of collateral duties in addition to primary job obligations.

• Setup/install imaging software and hardware for new equipment for new projects.

• Trained other Quality Assurance team members on new equipment implementation and created procedure training documentation for QA team.

• Managing task individually and or as part of a team to accomplish goals for the company and set by the company’s business customers.

• Worked in collaboration with multiple departments in the company (such as the Network administrators, Software Engineers, Inventory, Computer Technicians, Quality Control, Customer Service Representative, upper management, Shipping, and Receiving) accomplish required goals needed by business customers.

• Provided technical insight to Project Managers and VP to meet the needs of current and future customer’s projects.

• Frequently communicated with business clients through email and teleconference phone calls.

• Improved and modified test software with Python 3 and command line in Windows.

• Provided technical IT support and troubleshooting for other QA team members; e.g. issues regarding virtual machines (VMware), test equipment, windows 10, and computer hardware.

• Consistently used troubleshooting and analytical skills to overcome any issue.

**IT Analyst - Quality Assurance** - Circle K - Tempe, AZ- 11/13 to 4/14

• Performed quality control test scenarios on simulated stores in a lab environment; to ensure that POS software changes operate without any errors as expected in production store sites. If any errors are found, errors are then identified and documented with a cause/corrective action. Potential quality issues are escalated immediately to the development team to be corrected.

• Liaison with the development team, project management, and accounting.

• Experience working with NCR / Radiant POS systems, PDI (Professional Data-solutions Inc.) Financial, Gilbarco / Wayne QA test dispensers & configuration. Microsoft Excel, Microsoft Word, and PeopleSoft.

**PC/POS Hardware Technician** - South Seas Data LLC - Englewood, CO - 5/12 to 5/13

• Diagnostic, troubleshoot, and repair for printers, debit machines, and other Point-Of-Sales equipment from Western Union clients in a warehouse manufacturing environment.

• Conducted inspection post repair of other employee’s equipment prior to being sent to customer.

• Service Plus, Microsoft Word, and Excel to allocate parts for inventory purposes and maintenance for products. Microsoft Outlook to communicate with management and other employees.

• Soldered printed integrated circuit boards for repair.

**Aviation Ordnanceman (AO) / Gunner’s Mate (GM)**

United States Navy - Norfolk, VA - 4/08 to 4/12

• Performed duties at sea on the flight deck or within ammunition storage areas. Assembled, evaluated, and maintained ordinances such as missiles, rockets, bombs, torpedoes, mines, and pyrotechnics.

• Trained, instructed, and supervised the ship’s crews in the use of all small arms weapons and large-caliber gun mount weapons for gun shooting qualifications.

**Semiconductor Manufacturing Operator**

Texas Instruments - Tucson, AZ 6/06 to 3/08 *(Plant closure)*

• 4” and 6” Wafer manufacturing for semiconductor microchips while in a class-1 particle-free clean room environment.

• Operated manufacturing equipment based on documented specs and parameters for each unique device.

• Post-development Inspection (ADI) of photoresists on microscopic level of 100x or greater.