

Ryan Harris

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WORK EXPERIENCE

Resonate

March 2023 – March 2024

Support Analyst

- Support and maintained the traffic management software solution, simulation and training systems.
- Provided remote support to support commissioning activities or to facilitate incident resolution.

Kerv

March 2023 – March 2024

SME Support Engineer

- Worked as one of three engineers on a project for a large bank that involved migrating calls from various **Nice NIM** systems to **Verint** 15.2 WFO Voice recording systems
- Created multiple **SQL** scripts to 'normalise' the call data from the Nice databases into a format that the **Verint** import manager could understand. This involved gathering the data from various tables with various relationships and converting it into a single, large, table.
- Created a **powershell** script to automate the retrieval of calls from **EMC Centera**, this was needed as part of the project due to a limitation of the import software. The script polled the database at a regular interval and pulled the call audio using an **API** in batches as needed.

Redbox Recorders

October 2020 – March 2023

IT Engineer

- Provided technical support and troubleshooting to customer IT teams and resellers of Redbox voice recording software.
- Identified, replicated and reported bugs to the development team.
- Helped develop and manage the knowledge base as new issues became apparent and new features were released.
- Deployed, integrated and troubleshooted the new **micro-services** based Redbox platform on customer environments.
- Created **Kibana** dashboards to report on key information that was required by customers.
- Rolled out new containers within **Kubernetes** as patches became available.
- Developed a **python** script that replaced a comprehensive manual healthcheck of the system that support engineers would do. This included checks within **Linux**, **Kubernetes**, **Eventstore**, and **Nats** which then reported into a slack channel via **Webhooks**. This saved around 20 hours of support time per week at the time of implementation.

Iomart Hosting

October 2019 – September 2020

Systems Engineer

- Provided technical support and advice for the data centre infrastructure of many clients.
- Installed, Supported and troubleshooted the server hardware and Vmware hypervisors for both Iomart and customers own private cloud.
- Support and troubleshoot customer environments including **Windows** and **Linux** servers on both Vmware and cloud infrastructure such as **AWS** and **Azure**, **Cisco** ASA and firepower **firewalls**, **VPNs**, **MSSQL** and **MySQL** servers, **Apache** and **Nginx** web servers, **barracuda** and **HAproxy** load balancers, **Postfix** mail servers and **Vmware Horizon VDI** servers.

Buzz Bingo

February 2019 – September 2019

IT Analyst

- Provided technical support and assistance to head office of around 300 users and around 50 remote club locations.
- Configured and inventoried laptops and phones for new starters and leavers.
- Prepared technical tools for executive board meetings.
- Owned a project where I rolled out software updates to club servers using **Symantec management software**.

Applied Tech Systems

January 2018 – October 2018

Project Engineer

- Imaged and installed windows PC's using **SCCM** to modernise the manufacturing floor at Rolls-Royce.
- Installed proprietary software and integrated these PC's with existing manufacturing machines.
- Worked with third parties to ensure that network ports were installed and configured correctly.
- Provided additional support to Rolls-Royce for a machine bay that was out of scope for the project. I brought the machine bay back into production, shielding the company from £1.4 million of potential lost revenue. This also helped to strengthen the relationship between Applied Tech Systems and Rolls-Royce.

Better-IT

July 2013 – December 2017

IT Support Technician

- Provided IT support and advice to small and medium sized businesses across the east midlands.
- Assisted with the move of IT equipment between offices.
- Managed **office 365**, **Wordpress** websites, **NAS**'s, network equipment and phone systems of 50+ companies.

SKILLS

- Scripting – goolang, python, bash, powershell, sql
- System administration – Linux, Windows, VMWare, Kubernetes
- Networking – TCP/IP, VPN, Firewalls, Load Balancers
- IT Support – Application, Software, Hardware, Remote Support, Server, Desktop
- Problem Solving – Troubleshooting, Root Cause Analysis, Automation
- Interpersonal Skills – Customer Service, Teamwork, Communication