

Ryan Harris

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WORK EXPERIENCE

Resonate

Oct 2024 – Present

Support Analyst

- Delivered consistent, high-quality client support with a focus on issue resolution, customer satisfaction, and continuous improvement of internal knowledge and support processes.
- Acted as a key liaison between Customer Experience and Engineering teams, translating complex technical issues into actionable solutions and maintaining clear communication with clients.

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 CDR 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 end-to-end technical support and issue resolution for Redbox voice recording solutions across multiple environments, including active, passive and VOX-based recording setups for platforms such as Cisco, Mitel, Cloud9, and Motorola.
- Diagnosed and resolved issues related to CDR extraction and audio ingestion, collaborating with client IT teams and resellers to ensure accurate and compliant voice data capture.
- Created and maintained detailed documentation and contributed to the internal knowledge base to support efficient troubleshooting and integration of new features.
- Deployed and troubleshooted the microservices-based Redbox voice recording platform, ensuring smooth integration into complex enterprise environments.
- Managed the deployment and patching of containerised services via Kubernetes, ensuring system resilience and maintaining high availability for recording workloads.
- Developed a Python-based automation tool to replace manual system health checks, validating components such as Linux services, Kubernetes pods, Eventstore, and NATS streaming. Output was integrated with Slack via webhooks, reducing manual workload by ~20 hours per week.
- Supported compliance-driven clients in regulated industries, ensuring secure handling of voice data and adherence to standards such as GDPR and internal audit requirements.

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 – goLang, 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