

# Ryan Coplien

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Relocating to Eau Claire, WI area | [github.com/RyanCoplien](https://github.com/RyanCoplien)

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## Education

### **University of Wisconsin-Platteville**

September 2018 – December 2021

Bachelor of Science in Computer Science, Emphasis in Computer Information Systems

Minor: Business Administration

### **CompTIA A+ Certification (220-1101/1102)**

ID: PEDB52ZPTPVQQMCB

Expires July 2024

## Technical Skills and Projects

**Programming Languages:** Python, SQL, VB.NET, C++, Java, JavaScript, Batch, PowerShell

**Operating Systems:** Windows Server 2019, 7/8/10, Linux (Ubuntu), MacOS, iOS, Android

**Software:** Active Directory, Microsoft 365, MongoDB, VirtualBox, MySQL, PostgreSQL, Elastic Stack, Git, Jira, Confluence

### **Personal Hands-On Home Lab:**

- Windows Server 2019 enterprise lab environment using VirtualBox virtual machines
- Windows Active Directory Domain Controllers with DNS/DHCP servers, maintained access control via Group Policy, OUs, and Security Groups
- Windows file server with file shares, utilizing Raid 5, backup management, and remote software deployments
- PowerShell to automate Active Directory management and create CSV documentation

## Work Experience

### **UW-Platteville - ITS Support Services** (Platteville, WI)

August 2019 – Present

#### *Help Desk Network Consultant*

- Troubleshoot hardware, software, and networks of UW-Platteville campuses and City of Platteville
- Track and document IT issues using Alemba and Footprints as support ticket systems, averaging high ticket resolutions per shift while maintaining quality customer satisfaction
- Maintain 500+ knowledgebase documents for users to minimize issues and improve productivity
- Manage campus and city members with Active Directory and SCCM remote systems
- Operate with urgency and stability to ensure information systems are functional with 99.93% downtime
- Support faculty, staff, students, and community members over phones, email, and in-person while maximizing customer service with efficient trouble resolution and excellent escalation management

### **TDS Telecom - Network and Application Operations** (Madison, WI)

June 2020 – Present

#### *Information Technology Analyst Intern*

- Enable infrastructure teams to maintain and support customers from product quality of experience data using Kibana in the ELK Stack
- Generate custom report dashboards for 5+ systems to allow support teams to analyze trends in device and server inconsistencies while maintaining a quick delivery timetable exceeding expectations
- Develop over 100 graphic visualizations in same-day turnaround time for live data evaluation on the web directly from Elastic Stack database
- Implemented in-depth documentation on use of Kibana for efficient operation of tool by support teams
- Construct Python scripts to filter and maintain data from Linux servers and Adtran network devices

### **Texas Roadhouse** (Janesville, WI)

August 2016 – May 2020

#### *Server*

- Maintained great customer service under high-pressure while training new staff and obtaining sales goals

### **Altis Life Game Server**

October 2016 – October 2019

#### *Lead Developer*

- Programmed modules and scripts for online video game server providing unique experience for community
- Grew organization to yearly revenue of over \$35,000 and daily active user rates of over 5,000, maintaining 10,000 unique users each month
- Lead development and design teams to provide high quality, frequent updates on biweekly basis
- Gained exposure to team-based program development, SQL (MariaDB) databases, and remote server management, learning database management, cyber-security standards, and user testing environments
- Constructed batch scripts in Windows Server for automation of logging and update procedures
- Standardized coding procedures via code-control and reviewing techniques, reducing error rates to <5 per update
- Mentored and taught classes on game engine programming for interested community members