

RYAN L. BUCHANAN

Technology Support Specialist and Software Developer

(385) 432-9281 | buchanan.ryan22@gmail.com | Ogden, Utah | <https://www.linkedin.com/in/ryanlbuchanan>

PROFESSIONAL SUMMARY

My objective is to leverage my technical expertise and hands-on experience in computer science and information technology to excel in the role of a General Technical Support Specialist. With a demonstrated ability to perform hardware and software installations, conduct troubleshooting, and provide user training, I am eager to contribute to the efficient operation of IT systems. I am committed to maintaining up-to-date knowledge of technology advancements and software applications while delivering high-quality support to end-users. By joining your team, I aim to contribute to the seamless functioning of IT operations, enhance user experiences, and continually develop my skills in a dynamic and collaborative environment.

EDUCATION

Cybersecurity Program

Davis Technical College

On-going, 01/2024

Computer Programming Certificate - C#

Ogden-Weber Technical College

GPA 4.0, 02/2023

Master of Science - Data Analytics

Western Governors University

GPA 4.0

Bachelor of Science

Weber State University

GPA 3.68

AREAS OF EXPERTISE

- 15+ years teaching/instructing experience and 7+ years in IT industry; designing educational technology and instructional design models
- 3+ years knowledge and experience in programming languages C#, CLI, Git, HTML, CSS, Java, JavaScript, Python and SQL.
- Military service (veteran status) and demonstrated self-discipline to plan and prioritize work with successful results.
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Excellent problem solving, critical thinking skills and time management skills.
- Outstanding computer and IT skills, Visual Studio, Eclipse, IntelliJ, SQL Server, Tableau, GitHub, MS Word, MS Excel, MS PowerPoint.
- Exceptional verbal and written communication skills with a preference for working with dynamic Scrum and Agile teams.

PROFESSIONAL EXPERIENCE

My Hometown Ogden Community Center, Ogden, Utah

Web Developer and IT Technical Support, 09/2022 - Present

- Designed and implemented My Hometown Ogden website
- Provided IT support to the organization.

Education at Work / Microsoft, Salt Lake City, Utah

Microsoft Tech Support Ambassador, 02/2022 – 05/2022

- Provide tech support for IT professionals with Microsoft Office 365

VR Dev Kids LLC, Salt Lake City, Utah

Business Analyst, Founder, Executive Officer, Software Developer, Instructor, 1/2016 - 1/2022

- Conducted office administration and support with computer and IT skills, Microsoft Outlook, Word, Excel, PowerPoint
- Trained students, teachers & administrators to develop & integrate VR EdTech tools
- Built a business model to create EdTech startup; Built necessary database for public school clients as well as students enrolled in VR Dev Kids courses
- Developed Unity Engine VR software using Python, JavaScript, C#
- Built and maintained VR Dev Kids websites using CLI, Git, GitHub, Python, R, HTML, CSS, JavaScript

Raytheon - Royal Saudi Air Defense Force, Jeddah, Saudi Arabia

English Language Instructor - Technology Implementation Specialist, 06/2015 - 12/2015

- Trained adult male cadets
- Integrated digital tools, including Virtual Reality
- Taught technical English courses
- Provided office support with computer and IT skills, Microsoft Outlook, Word, Excel, PowerPoint

United States Army, Monterey, California, USA

Specialist Linguist - Arabic and French, 09/1996 – 06/2000

- Trained with Arabic and French linguists at the Defense Language Institute
- Learned discipline and rapid problem-solving skills
- Demonstrated ability to rapidly learn and apply multiple linguistic abilities including information analysis, public speaking, attention to detailed instructions, writing composition of foreign language

Professional References

Chad Hancey

801-719-1167 - horacemann@live.com

Associate Director Communications/Marketing

My Hometown Ogden - Community Resource Center

Tracy Hancey

801-941-5624 - thancey@dsdmail.net

Associate Director Communications/Marketing

My Hometown Ogden - Community Resource Center

Alison Sturgeon

801-775-2518 - alison.sturgeon.1@us.af.mil

STEM Program Manager

Hill Air Force Base