

## RYAN L. BUCHANAN

Technology Support Specialist | Software Developer | EdTech Entrepreneur

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Location: Ogden, Utah

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## PROFESSIONAL SUMMARY

Highly motivated and results-driven Technology Support Specialist with a strong foundation in computer science, software development, and EdTech entrepreneurship. Adept at hardware and software troubleshooting, user training, and data analytics. Committed to leveraging cutting-edge technologies to drive operational efficiency and enhance user experiences. Eager to contribute to dynamic and collaborative teams.

## EDUCATION

Bachelor of Science  
Weber State University  
GPA: 3.68

Computer Programming Certificate - C#  
Ogden-Weber Technical College  
GPA: 4.0

Master of Science - Data Analytics  
Western Governors University  
GPA: 4.0

Cybersecurity Program  
Davis Technical College  
GPA: 4.0, Expected 01/202

## CERTIFICATIONS

CompTIA ITF+

## AREAS OF EXPERTISE

### Programming Languages:

C#, Java, Python, HTML, CSS, XML, JavaScript, SQL, CLI, Git

### Data Management & Analytics:

Microsoft Databases, PostgreSQL, Oracle, Tableau

### EdTech & Entrepreneurship:

Founded VR Dev Kids, an EdTech venture focused on implementing VR technology in educational settings. Conducted VR development boot camps for teenagers.

### Soft Skills:

Exceptional communication skills, strong analytical abilities, and a proven track record in team leadership and project management.

### Additional Skills:

Veteran status, 15+ years of teaching experience, 7+ years in the IT industry, Scrum and Agile methodologies.

## EXPERIENCE

### **My Hometown Ogden Community Center, Ogden, Utah**

Web Developer and IT Technical Support

*June 2022 - Present*

- Architected and deployed the My Hometown Ogden website, optimizing for user experience and SEO.
- Facilitated remote help desk support via teleconferencing, specializing in AV setup and troubleshooting.

### **Education at Work / Microsoft, Salt Lake City, Utah**

Microsoft Tech Support Ambassador

*February 2022 – May 2022*

- Delivered Tier-1 technical support for IT professionals utilizing Microsoft Office 365, focusing on cloud-based solutions and SaaS integrations.

### **VR Dev Kids LLC, Salt Lake City, Utah**

Business Analyst, Founder, Executive Officer, Software Developer, Instructor

*January 2016 - January 2022*

- Spearheaded the startup's business model, focusing on EdTech innovation and market penetration.
- Developed and maintained relational databases for client and student management using SQL.
- Engineered VR applications using Unity Engine, leveraging languages like Python, JavaScript, and C#.
- Conducted comprehensive training sessions for educators and administrators on VR EdTech integration.

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

English Language Instructor - Technology Implementation Specialist

*June 2015 - December 2015*

- Implemented digital learning solutions, including VR, to enhance the educational experience.
- Delivered technical English courses, emphasizing industry-specific terminology and applications.
- Provided IT support, specializing in MS Office Suite, to streamline office operations.

### **United States Army, Monterey, California**

Specialist Linguist - Arabic and French

*September 1996 – June 2000*

- Acquired advanced linguistic skills in Arabic and French at the Defense Language Institute.
- Demonstrated rapid problem-solving and adaptability in high-stress environments.
- Conducted information analysis, public speaking, and detailed instruction comprehension in multiple languages.