

Ryan Starr

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Certifications

AZ-900

(Currently studying for ITIL v4)

Technical Skills

Windows/Linux/Mac

Active Directory

Azure Experience

Virtualisation (ESXI)

Docker Containerisation

CCNA Networking Knowledge

Knowledge of DevOps Practices

Professional Summary

As a dedicated IT professional, I have a passion for technology and troubleshooting. I have gained my experience providing first and second line support in healthcare and higher education environments working on personal projects and acquiring professional certifications. I'm looking for an opportunity to grow and develop in a dynamic and growing company, working towards my goal of becoming a DevOps Engineer

Work History

IT Technician (contract) – University of Bristol

September 2022 – March 2023

My main duties are coordinating with users after they log a ticket, installing hardware and configuring software. To manage the environment, I have gained experience with Intune (Windows devices), JAMF (Apple devices) and meeting users in person to configure their hardware and software.

UK Travel Break

March 2022 – June 2022

I went travelling around the UK visiting major cities like Edinburgh, York and Manchester by public transport.

IT Service Desk Analyst - Royal United Hospitals Bath

February 2021 – March 2022

I managed technical issues across multiple NHS sites, with up to 40 calls a day. My duties included Active Directory permissions management, Windows/Office 365 support, and minor hardware troubleshooting. I was also the lead for managing leaver accounts, creating technical documentation and inducting new joiners.

Education

University of Plymouth, 2017 – 2020

BSc Hons Computer Systems & Networks

Grade: 2:1

Bridgwater and Taunton College, 2015 – 2017

BTEC Level 3 Extended Diploma in Computing

Grade: Distinction* Distinction* Distinction*

Kings of Wessex Academy, 2014 – 2015

AS Levels: Computing (D), Geography (E)

Kings of Wessex Academy, 2011 – 2014

GCSE: English (C), Maths (C), Science (B), BTEC Business (Pass), Digital Applications (Pass), Computing (D)

Technical Projects

Home Lab

I host a range of services using Docker containers on two Raspberry Pi's, including Nginx Proxy Manager for reverse proxy management and SSL certificate renewal, Nextcloud for local cloud storage, GitLab for YAML file storage, Wiki.js for documentation, and Grafana for monitoring a DIY pollution monitor.

I have also implemented a TrueNAS file server to backup my Nextcloud photos, which are then processed using Photoprism organisation.

To improve my technology skills, I acquired a Dell R710 to work with more resource-intensive OS's/software and currently use VMware ESXi as the hypervisor to run Windows servers and virtualized Active Directory domains.

Most of these services can either be accessed publicly through my website or through a VPN allowing me to secure more personal information.

Cloud

I host my websites in the cloud using a variation of static sites, WordPress servers and additional services. I am aiming to transition my local docker hosted websites to a Kubernetes cluster in Oracle Cloud to gain more experience in Kubernetes and Ansible.

University Project

Whilst I have now started looking into Kubernetes, my biggest project was working as a team to create a fully functional website using Docker Swarm to run all the services. My contribution was developing an API for collecting tidal data and creating the Docker Swarm hosts, ensuring the website was scalable depending on traffic volume. for the website to be scalable depending upon the volume of traffic

Volunteering Experience

IT Support Volunteer - Community Scrapstore North Somerset

June 2019 – February 2020

My role involved providing technical support for Scrapstore staff and volunteers, including setting up new hardware and software, answering technical questions and solving any technical issues that occurred.

Computing Club Member - Bridgwater & Taunton College

October 2016 – February 2017

Working with a small group of students, I setup an Active Directory server, networking and file server utilising old hardware, and deployed a gaming setup for a charity event.

Hobbies and Interests

In my spare time, I enjoy learning new skills, such as game design 3D printing, and experimenting with recipes in the kitchen. I am an avid traveller and love exploring new places. As a tech enthusiast I enjoy keeping up to date with the latest advancements in the field. Whether I'm tinkering with electronics or building a new project, I am always looking for new and creative ways to challenge myself.