# Ryan Starr

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## Certifications

AZ-900
(Currently studying for ITIL v4)

## Technical Skills

Virtualisation
Linux/bash
Docker
CCNA knowledge
Oracle and Azure experience
Windows Server
Active Directory
Email/Domain Management

## Professional Summary

Driven IT professional with an eye for detail, problem solving and focused on providing services to a high standard. I'm now looking to build on my technical skills in a new and challenging environment managing servers, desktops and deploying services.

## Work History

*March 2022 – Current*
Currently travelling around the UK visiting major cities.

**IT Service Desk Analyst -** Royal United Hospitals Bath
*February 2021 – March 2022*
I was responsible for troubleshooting technical issues across multiple sites, logging calls to our IT technicians and managing user accounts. I was also the lead in our department responsible for managing leaver accounts, sending new starters the required starter documentation, and creating technical documentation for colleagues and end-users.

**Front of House Assistant -** Wookey Hole Hotel
*June 2019 – September 2019*
I worked with a team of people serving customers, keeping tables clear and sending food out on time. We had to be very efficient at peak times and ensure that standards were kept high.

**Garden Centre Assistant -** Banwell Garden Centre
*April 2015 – August 2017*
My role was to complete stock taking, help customers with heavy loads or building shop furniture, perform maintenance tasks across the site and supporting café staff when needed.

## 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)**

# Volunteering Experience

**IT Support Volunteer -** Community Scrapstore North Somerset
*June 2019 – 2020*
My role involved supporting the Scrapstore staff and volunteers with IT technical support. This included 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, we setup an Active Directory server, networking and file server using old technology and then deployed a gaming setup for charities week.

# Technical Projects

**Home Lab**
The bulk of my home lab services are Docker containers run on two Raspberry Pi's. Some services include Nginx Proxy Manager for reverse proxy management and SSL certificate renewal, Nextcloud for local cloud storage, Wiki.JS for the documentation of my services and Uptime Kuma for monitoring the status of all my services.

I also have a TrueNAS file server that is used to backup my Nextcloud photos from the Pi. These photos are then processed with Photoprism (An AI photo recognition software)

To improve my technology skills, I acquired a Dell R710, allowing me to deal with more resource-heavy OS's/software. My current chosen hypervisor is VMware ESXI. Through this I can easily run Windows server, and try out Kubernetes.

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

**Game Design**
I am currently learning the tools and features of Unreal Engine 5 as it offers lots of simplicity and functionality and hope to use it to make an Android game in the future.

**University Project**
Whilst I have now started looking into Kubernetes, my biggest project was working as a team to create a fully functional website that used Docker Swarm to run all the individual services. Allowing for the website to be scalable depending upon the volume of traffic, my role was to develop an API for collecting the latest tidal data and create the Docker Swarm hosts.

# Hobbies and Interests
I enjoy learning new skills such as game design, 3D printing and like to cook and experiment with recipes in my spare time.