**Ryan Carey**

**Worcester, Massachusetts**

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**PROFESSIONAL SUMMARY**

Microsoft Certified Professional / CompTIA A+ Certified with over 27 years of professional experience in positions ranging from System Administration, Desktop Support, Help Desk Support Analyst, Windows Deployment / Migration Specialist, and many random responsibilities such as creating scripts, and application QA and developing.  Skilled in computer assembly, troubleshooting, system and program security, hardware and software installation, applications and program management, technical support, and network administration. Lately most of my contracts have involved migration to Windows 10/11 Environments, imaging machines from PXE servers or bootable media and deploying them with tools such as SCCM and the Windows Deployment Toolkit Services.

**PROFICIENCIES:**

\* Microsoft DOS / Microsoft PowerShell

\* Windows 95/98/NT/2000/XP/Vista/7/8/10/11/Server 2003 - 2019

\* Microsoft Office Suite 2003/2010/2013/2016/O365

\* Microsoft Exchange

\* LANDesk Systems Management

\* Active Directory / Azure / Intune / SCCM / MDT / Sysprep

\* ServiceNow / HPSM / Remedy / Various other ticketing Systems

\* Cisco AnyConnect VPN / Various VPN Software

\* VMware, Pre-Installation environments

\* Citrix remote connection software / Various other Remote software   
\* Microsoft Teams / Zoom / Cisco Webex / Various TVC software & tools

\* Paragon / Easeus / Partition Wizard / and other Partition tools

\* Anti-Virus Variants IE. Norton, MacAfee, Eset, Symantec

\* Adobe Creative Suites

I bring proficiency in System Administration, System Security, User rights and policy configuration,

Application Break/Fix, Network deployment of the Microsoft Operating system, malware removal, data recovery, troubleshooting VIA remote connection, Trouble Ticket Documentation utilizing ServiceNow, HPSM, Remedy, Data Backup procedures and Data Backup / Restore Procedures with various software such as Microsoft Outlook Data files (PST,OST) and Name Cache files (NK2) ranging from versions 2003 through O365.

**PROFESSIONAL EXPERIENCE**

**HCLTech** (Feb. 2023 – Sep. 2024)

**Framingham, Massachusetts**

**System Administrator**

\* Troubleshooting of Hospital, Physician sites (TPR) and Employee PCs, laptops, network printers, phones, and other medical Multi-Functional Devices such as WOW Units (White Carts), Prescription printers, Specimen printers, Ventilation Monitors, etc.

\* Configuration of any physical Networking Devices such as Network Switches, Port Configurations, Ip address assignment, Printer server maintenance   
   
\* As a System Administrator I maintained IT services for the St. Vincent’s Hospital and Wellness Center’s in Worcester, Framingham Union Hospital, MetroWest Wellness Center, and Leonard Morse Hospital in Natick.  I also take care of over 30 TPR off sites around these areas when needed in person or by remote.   
   
\* Imaging of new Laptops/Desktop, maintaining inventory, asset tagging, and final deployment.

\* Heavy utilization of Active directory to make sure employees are in proper organizational units and groups.  Used VMware view to remote and troubleshoot problematic VDI's

\* Utilization of the ServiceNow the ticketing system.

**Alexander Technology Group** (Jan. 2022 – Dec. 2022) (12 Month Contract)

**Westborough, Massachusetts**

**Desktop Support Technician**   
   
\* Troubleshot network issues, user PCs, laptops, printers, phones, and other peripherals.

\* Troubleshot problems with network connectivity, web access and basic network connectivity and google access.   
   
\* Troubleshot internal applications specific to the company’s operations.   
   
\* Managed Hardware and software inventory 

**Spok** (Jul. 2021 – Jan. 2022) (Remote Position)

**United States**   
**Product Support Engineer**

\* This role consisted of working remotely providing support to end users of the company’s Products. 

\*  Applied application patches as needed.

\* Utilized proprietary secure remote connection software to diagnose and resolve the customers’ issues.    
   
\* This position also required me to be available for On-Call situations for critical customer issues.  It didn’t happen too often, but the Help desk is 24/7/365.  These situations were rotated throughout the team.   
   
\* Advised customers on the best practices to meet their business needs through application software, hardware, or system functionality of the company’s (Spok) products. 

**Polar Beverages** (May. 2020 – May. 2021) (12-month Contract)

**Worcester, Massachusetts**

**Level II PC Support Technician**

\* This role included the imaging of many computers over the

year utilizing the Symantec Ghost imaging technology software. 

\* High utilization of Azure Active Directory.    
   
\* Installation of local site applications and configuration of the PCs for user deployments.   
   
\* Setup and maintained multiple Network Peripherals. Printers, MFP,   
Scanners, Fax machines, Projectors for the conference rooms, this also   
included the running of cables through the ceiling in some circumstances.    
   
\* Provided support for the employees both onsite and remotely for the Massachusetts, Texas and Georgia for use and troubleshooting of the Microsoft Office 2016 (O365) Suite. Outlook, Word, Excel, PowerPoint, PowerPoint, Access, Teams, Etc.

 

**EclincialWorks** (Dec. 2019 – Mar. 2020) (3 Month Contract)

**Westborough, Massachusetts**

**Imaging Support Specialist**

\* This project consisted of upgrading the entire Westborough’s location as well as locations Worldwide for EclinicalWorks to upgrade the existing OS of all of their PCs and Laptops in the company from Windows 7 to Windows 10.   
   
\* Very heavy usage of Active Directory, Sorting employees into their proper OU and updating Policies via Gpupdate /force.  Also doing a lot of data / profile migration.  High usage of OneDrive.   
   
\* Cloned and wiped 100’s of SSD drives using Cloners and Killdisk.

\* Imaged the Windows 10 systems, fixing basic issues deskside, giving basic knowledge of the windows 10 operating system, this position was 100% Deskside support.

**The Fay School** (Jul. 2019 – Aug. 2019) (1 Month Contract)

**Southborough, Massachusetts**

**IT Support Specialist**

\* This project consisted of programming and installing 200 new Polycon desktop phones for the entire school’s campus which consisted of about 16 buildings.

\* Imaged 60 laptops with windows 10 and configured them.

\* Setup lab with 30 new Lenova desktops and monitors and configured them.

**The Hanover Insurance Group** (Jan. 2019 – Feb. 2019) (1 Month Contract)

**Worcester, Massachusetts**   
**Level II Desktop Support Analyst**   
   
\* Built, Re-Imaged, Refreshed, and transferred data from old windows 7 machines to freshly built Windows 10 Machines.   
   
\* Setup up Work Stations with Computers, multiple monitors and VOIP phones in the home office building.  Configured and helped employees to learn the learning curve from Windows 7 to windows 10.  Including Office 2016 (O365).

**Self Employment** (Jan. 2016) – Present

**Apartment Complex Maintenance Technician**

\* Work in a family owned apartment complex attending to all tenants in the complex’s needs.  This building consists of 20 tenants and three office spaces which commonly have issues that need attending to.   
   
\* Maintain the electrical, plumbing, heating etc. to ensure the building is running at its best.

\* I have also been doing smaller IT contracts since I relocated from Connecticut to Massachusetts. I am looking for a position in the IT field that could go permanent with potential for growth.

**CVS HEALTH** - (Jan. 2016 - Jul. 2016) (6 Month Contract)

**Woonsocket, Rhode Island**

**Technical Helpdesk Analyst**

\* Worked with internal employees over the phone, in person, or remotely to help them with the company’s new Windows 7 rollout to assist them in how to use Windows 7 and Office after a Window XP and Office 2003 Upgrade.

\* Worked with the company’s employees to help troubleshoot all of the company’s proprietary software. 

\* Configured Smart Phones/Blackberries, synchronized mailboxes, Modified accounts and computers on the company’s domain via Active Directory, Configured RSA Tokens as well as Symantec VIP Access Tokens.   
   
\* Utilized various remote connection software such as Remote Desktop, Gotoassist, VNC to assist employees if necessary.

**ETHAN ALLEN** - (Jul. 2013 - Apr. 2014) (10 Month Contract)

**Danbury, Connecticut**

**IMAGING SPECIALIST / DESKTOP SUPPORT ANALYST**

\* Worked at the Corporate Headquarters hired to design, create, and deploy the Windows 8 Operating System to over 1200 Microsoft Surface tablet pros to their liking for their designers in and out of the field.   
   
\* Created the system image utilizing Sysprep and The Windows 5.0 Pre-installation environment for the deployment process. 

\* Worked with all the Corporate employees as well as the designers to teach them the large learning gap between Windows XP / 7 to Windows 8.

**UNITEDHEALTH GROUP** - (Jan. 2013 - Jun. 2013) (6 Month Contract)

**Rocky Hill, Connecticut**

**TECHNICAL HELP DESK ANALYST**

\* Worked with internal employees VIA 100% phone to help them with the company’s new Window’s 7 rollout to assist them in how to use Windows 7 and Office 2010 after an upgrade from Window XP and Office 2003.

\* Worked with customers to help reset passwords for all of the company’s proprietary software via PCOMM, AS400, Active Directory and IE.  The company had over 4000 applications all which utilized different systems.

**TRAVELERS INSURANCE** - (Mar. 2012 - Sept. 2012) (6 Month Contract)

**Hartford, Connecticut**

**DESKTOP SUPPORT ANALYST**

\* Imaged company laptops and desktops with the Microsoft Windows 7 OS.

\* Worked with internal employees VIA phone and in person to help them with the company’s new NGD rollout to assist them in how to use Windows 7 and Office 2010 after a Window XP and Office 2003 Upgrade.

\* Troubleshot the company’s proprietary software after the new rollout to make sure it was working properly.  Documented and ticketed any issues in the HPSM trouble ticketing system that could not be fixed and escalated to the appropriate team.

**CABLEVISION** - (Sept. 2011 - Jan. 2012) (4 Month Contract)

**Shelton, Connecticut**

**TECHNICAL SUPPORT ANALYST**

\* Resolved internet connection issues for end-users VIA phone.

\* Configured e-mail accounts for mobile devices (Blackberry, IPhone) as well as all e-mail software VIA phone and remote connection.

\* Identified issues with client side internet connection, operating system, browsers, and application issues (Firewalls, Anti-Virus, and Cabling) VIA phone and remote connection.  

**EXHIBITS BY PROMOTION CENTRE** - (Nov. 2010 - Jul. 2011)

**York, Pennsylvania**

**LEAD GRAPHIC DESIGNER**

\* Designed 3D architectural renderings for large custom tradeshow exhibits.

\* Dealt directly with clients to build rapport for future business.

\* In charge of setting up production orders and meeting delivery date deadlines.

\* Responsible for updating hardware and software for the company’s computers.

**NEW YORK LIFE INSURANCE COMPANY** - (Jun. 2005 - Sep. 2010)

**New York, New York**

**TIER III TECHNICAL SUPPORT SPECIALIST**

\* Resolved all issues with the agents’ computers VIA phone, remote, and physically.

\* Created, maintained, and updated bootable software for the entire company to be able to retrieve data from their hard drives.  In 2007 the company enforced a policy to install a certain encryption software on all agents’ computers.  When this policy was implemented it rendered a very high amount of the agents’ computers to crash after the encryption and not boot into their operating systems.  I personally took it upon myself to create a way to boot into an environment and decrypt the hard drives to backup data.  I implemented LAN support to be able to do this remotely

\* Created and implemented applications into the company’s quarterly proprietary software releases to back up the agents’ database files upon the installation process.  There were many circumstances where the agents’ databases were being corrupted or lost during software updates.  The creation of these applications potentially saved the company money and lawsuits from angry agents.

\* Utilized VMware to test the company’s proprietary software on different operating systems to be able to recreate errors agents were having with the software, create fixes if possible, and document them into the company’s knowledge database.  The company did not provide certain makes and models of computers to their agent’s meaning that anyone could call in, with any type of computer and operating system.   
 

**TIME WARNER CABLE** - (Jan. 2005 - Jun. 2005) (6 Month Contract)

**Jamaica, New York**

**NETWORK SUPPORT ANALYST**   
   
**\* D**iagnosed TCP/IP, VoIP, and Wireless connection problems for

Road Runner, Earthlink, and AOL clients VIA Phone support.   
   
\* Configured and troubleshot E-mail network settings and internet applications.

\* Worked closely with other departments to help resolve various subscriber issues.

\* Utilized Tracert, Ping and Telnet utilities to solve connection issues with the network.

**SPECIAL DATA PROCESSING** - (Mar. 2001 - Dec. 2004)

Clearwater, Florida

**SYSTEM ADMINISTRATOR**

\* Planned and implemented a Windows 2000 Server based domain with the deployment of the Windows 2000 operating system across a network consisting of over 50 workstations with the utilization of the Windows 2000 Resource Kit Deployment tools.

\* Managed user accounts, integrated print, file, and email servers.

\* Provided desk side support for all employees to resolve any technical issues or questions presented to me.

**EDUCATIONAL ACHIEVEMENTS**

INTERNATIONAL ACADEMY OF DESIGN & TECHNOLOGY - (2000-2002)

Tampa, Florida

Associate of Science in Computer Science   
Associate of Science in Computer Animation

EAST LAKE HIGH SCHOOL - (1994 - 1998)

Tarpon Springs, Florida

High School Diploma

CompTIA A+ Certification - (2010)

Microsoft Certified Professional (2000)