Resume of Ryan Williams

## Personal Details

Address: 12 Burford Avenue Manchester M410SN

Phone: 07 517110048

Email: [ryanww1@hotmail.com](mailto:ryanww1@hotmail.com)

## Personal Statement

I am interested in a positive supportive environment where I can work hard to become an asset for the company. I am looking for long term roles where I can progress within a company.

## Skills Summary

* Building, upgrading and configuring desktop computers and laptops
* I.T Support - troubleshooting hardware, software and networking problems
* Utilising virtualisation software (VMWare / Virtual Box)
* Website content creation
* Networking experience
* Analysis and reporting
* Ordering and dispatching stock
* Implementing procedures and systems
* Heavy experience with Windows 7, 8, 10 and Windows Server 2016
* Purchasing stock
* Online marketing, including SEO
* Setting up and configuring mobile devices and tablets
* eBay, Gumtree and Amazon experience
* HTML, CSS and Wordpress
* Ecommerce
* Management experience
* Competitor analysis
* CMS experience
* Market research
* Retail and sales skills
* Highly skilled with computers
* Liaising with internal and external stakeholders ensuring projects are on track

## Adobe Photoshop Skills

* Altering images for website display
* Scaling and resizing images
* Formatting images into transparent PNG format
* Creating Photoshop scripts for batch processing to improve efficiency

## Study

Hunter University – Ourimbah TAFE NSW

* Diploma of Information Technology (Networking)
* Information Technology Certificate 4 (Networking)
* Information Technology Certificate 3

Kincumber High School

* High School Certificate Equivalency Certificate
* Information Technology Certificate 2

Currently undertaking online courses to take exams for MCSA Windows Server 2016

## Experience summary

I have experience with a variety of Windows O/S from Windows XP, Windows 7, 8 and 10. I also have experience with Windows Server, Active Directory and SCCM. Experience with specialty law firm applications, Azure, Skype for business, Mitel phone systems, patching in computers and phones into the network. Setting up and configuring Android, Apple and Blackberry mobile phones.  
  
Using Vmware ESXi, I have created a virtualised server environment on my desktop computer. I installed and configured a virtual server running Microsoft Windows Server 2016 and a virtual client running Windows 10. I created a Domain Controller, configured Active Directory, DNS, DHCP and learnt about WSUS and Windows Server Backup.

I completed a Udemy online course learning about AWS Concepts.   
Learning about:

High Availability - always accessible from users different devices

Fault tolerance - will route traffic to other instances if a instance goes down

Scalability - grow based the needs of the company

Elasticity - shrink based the needs of the company

I learnt about: EC2, RDS, S3, AWS Regions and Availability Zones

## Employment History

2018 – **IT Technician**   
Current DWF LLP

Manchester M3 3AA United Kingdom (Head Office)

**Duties:**

* Troubleshooting of hardware, software and network issues
* Logging and updating calls on the companys support software (Supportworks)
* Setting up and troubleshooting Android, IOS, Apple and Blackberry devices
* Working with Windows O/S including Windows 7, Windows 10 and Windows Server

Experience with Antivirus, Active Directory, SCCM, Skype for business, Office 365, Citrix, VPN, TCP/IP and LAN/WAN environments

* Diagnosing and resolving network issues (e.g. LAN and WiFi access)
* Phone and computer patching, desk moves and assisting with video conferencing
* Assigning relevant AD groups to user accounts, resetting password and moving to correct OU's
* Assiting the Infrastructure team with big picture projects
* Checking Microsoft Azure AD daily to view login location flags
* Setting up and troubleshooting Mitel phone equipment
* Ordering equipment and working with 3rd party vendors
* Utilising PXE boot to image Dell and HP desktops and laptops with fresh builds
* Creating procedure documents to help train new staff
* Installing and configuring legal applications such as Bighand, Intapp and DMS
* Taking on the responsibilities of the IT Tech team leader in his absence
* Supporting a variety of users up to a CxO level
* Creating accounts and assigning product licenses in Office 365 Admin
* Investigating Pxe builds to see what point a build was failing at in SCCM
* Identifying machines to upgrade via SCCM and approving software requests
* Creating accounts and assigning licenses in Adobe Creative Cloud
* Creating users, setting permissions, activating and locking devices, and deleting device data remotely via Blackberry MDM (BES 12
* Windows Server Active Directory - Assigning & removing groups / OU’s, resetting passwords / sourcing Bitlocker recovery codes
* Running an unlock script for newly setup phones with Windows Powershell
* Troubleshooting and updating Citrix Receiver
* Connecting to remote computers to troubleshoot issues via Windows Remote Control Viewer
* Enabling Exchange ActiveSync for emails for mobile devices and checking the SIP address when a user has MS Outlook or Skype for Business issues in Exchange Management Console
* Participating in bi-weekly SCRUMS with Infrastructure on Microsoft Teams

2010 – **Content Manager**   
2017 Vehicle Logic

Somersby NSW 2250 Australia

**Duties:**

* Maintain and update vehicle database of over 34000 vehicles
* Maintain and update tyre and wheel database (90+ brands, 30000 fitments)
* Maintain user database via a web based console (creating API accounts, setting permissions, contacting data suppliers). All on the company CMS.
* Liase with website developers on additions, upgrades and fixes
* Create logins via the company CMS for customers to access our API
* Point of contact for database enquiries
* Assisting in the creation of presentations to multi-national companies such as Goodyear Dunlop and Continental Tyres using Apple Keynote and Microsoft Powerpoint.
* 1st/2nd Line IT Support duties (Troubleshooting hardware, software and network issues)
* Assiting with software installations and printing issues
* Upload data and images for display on national E-commerce sites
* Editing images in Adobe Photoshop for web content
* Online research for missing information and competitor analysis
* Website content editing
* Generating reports and locating and resolving issues before they happen
* Create company procedure documentation and client tutorial documents
* Uploading data and images for E-commerce websites
* Adding new users and resetting passwords on Active Directory

2010 - **Sales and Website Administrator**  
2017 AMG Australia (same owners as Vehicle Logic)

Somersby NSW 2250 Australia

**Duties:**

* Upload vehicle and wheel images to the company and customers websites.
* Negotiate pricing and design with suppliers and customers
* Competitor analysis
* Looking into market trends
* Adjusting product pricing to see its effect on sales conversions
* Ensuring all product listings /images online are SEO friendly to help with Google ranking
* Purchasing stock
* Working with clients to adjust pricing on their e-commerce websites
* Contact suppliers for updates and redundancies to ensure accuracy
* Working with graphic design teams on imagery
* Overseeing sales across online marketplaces including the website, eBay and Gumtree
* Answer sales enquiries via phone and email
* Ordering specific stock to ensure we meet demand
* Draw up purchase orders and invoices
* Packing, booking and manage freight companies nation-wide
* Chase up deposits and final payments on orders

2008 **Logistics Manager – Temporary role** Network Remarketing  
 West Gosford NSW 2250 Australia  
 **Duties:**

* Hardware testing and reconfiguring (specifically Cisco products)
* Updating and managing accounts
* Receiving and sending of stock
* Customer Enquiries
* Marketing
* Updating software and password removal
* Gardening and general cleaning
* Liaising with clients via phone, email, fax and in person
* Updating and maintaining Sugar CRM database
* Creating and sending out of monthly brochures
* Listing and monitoring items online inc. eBay and Gumtree
* Creating invoices and purchase orders
* Stocktake
* Sell I.T networking and computer hardware
* Maintain general store stock

2007 **Liaison Office - Temp Contract**

Workcover NSW

Gosford NSW 2250 Australia

**Duties:**

* Database work
* Trim filing
* Phone liaison
* Administration
* Minutes taker
* Event planner

2006-2007 **Administration Officer – Temp Contract**

Workcover NSW

Gosford NSW 2250 Australia

**Duties:**

* Licensing plant design
* Licensing amusement rides
* Administration
* Trim filing
* Phone liaison
* Database work
* Relief managers duties for 3 months due to absence

2005 **Reception – Temp Role**

Elders Real Estate  
 Killarney Vale NSW 2261 Australia

**Duties:**

* Reception work
* General enquiries
* Property data uploaded to the website
* Money collection
* Printing of certificates

2002-2003 **Sales Assistant**

Toys ‘R’ Us

Erina NSW 2250 Australia

**Duties:**

* Stock coordinator
* Customer Service Officer
* Stocktake
* Sales
* Enquiries
* Loading and unloading of trucks

## Personal Qualities

Responsible

Reliable

Trustworthy

Hardworking

Brings a smile to work

Friendly and easy to get along with

Strong communicator

Dedicated

Enthusiastic

Eager to learn

Excellent interpersonal skills via phone, email, fax and face to face

Versatile at different roles and quick to adapt to new things

Excellent in a team role or working autonomously

## Referees

**Mark Snape**

Former IT Technician Team Leader at

DWF

1 Scott Place, 2 Hardman Street

MANCHESTER M3 3AA

Phone: +44 7739 023400

Email: [msnape@gmail.com](mailto:msnape@gmail.com)

**Leeson Moulton**

Director

VehicleLogic

5/218 Wisemans Ferry Road

SOMERSBY NSW 2250

Phone: (+612) 4340 1992

Email: [leeson@vehiclelogic.com.au](mailto:leeson@vehiclelogic.com.au)

**John Cairns**

Project Officer

Work Cover NSW

92-100 Donnison Street

GOSFORD NSW 2252

Phone: (+612) 4321 5000