

# EVAN RYAN

IT SUPPORT SPECIALIST | HELP DESK | NETWORKING

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[PORTFOLIO](#)

[GITHUB](#)

[LINKEDIN](#)

## SKILLS

**Technical Support & Troubleshooting:** Windows, Mac, Linux, MS Office 365, Google Suite, Active Directory, Hardware Diagnostics, Remote Desktop Support, Software Installation, Printer & Peripheral Troubleshooting, VPN Setup & Configuration, Basic Networking (TCP/IP, DHCP, DNS, LAN/WAN)

**Networking & Infrastructure:** Bash Scripting, Command Line Interfaces, Docker, AWS (EC2, S3), Cloud Storage, System Administration, Virtual Machines (VMWare, VirtualBox), IT Security Fundamentals

**Software Development & Databases:** SQL, PostgreSQL, Git/GitHub, JavaScript, React, Redux, Express.js, Node.js, Ruby on Rails, HTML, CSS

## EXPERIENCE

### Technical Coordinator

*enter:marketing, NYC*

Aug 2007 - Mar 2008

- Provided IT support for company staff, troubleshooting software, hardware, and network-related issues.
- Managed user accounts and access controls, ensuring smooth communication between executives and developers.
- Oversaw day-to-day operations of ongoing projects, ensuring timely completion and efficiency in workflows.

### Music Teacher - iPianoLab

Sep 2019 - May 2024

- Delivered remote and in-person technical support for online music classes using streaming audio/video tools.
- Assisted with troubleshooting connectivity issues, hardware setup, and software configurations for online learning.
- Helped expand the client base by 200% through effective use of technology and online collaboration tools.

### Freelance IT Support & Technical Consultant - Self-Employed

Oct 2015 - Present

- Provided troubleshooting and repair services for Windows, Mac, and Linux systems, including OS installations and updates.
- Assisted small businesses and individuals with network setup, Wi-Fi troubleshooting, and security configurations.
- Managed cloud storage solutions and data backup strategies for clients using Google Drive, Dropbox, and AWS S3.

## PROJECTS

### IT Help Desk & Networking Projects

#### Home Network & Server Setup

- Configured and maintained a home lab with virtual machines for practicing Windows Server, Linux administration, and networking.

#### AWS Cloud & Infrastructure

- Integrated AWS S3 for cloud storage solutions, reducing local storage dependency and improving data redundancy.

### Software Development & Database Projects

#### Population Tracker (JavaScript, D3.js, API)

[live](#) | [github](#)

- Utilized Fetch and asynchronous functions to access the census.gov API, providing real-time data retrieval.
- Built an object-oriented geographical component incorporating D3.js for visualizing data in an interactive UI.

#### NYGHT (Express.js, React / Redux, AWS, Google Maps API, MongoDB)

[live](#) | [github](#)

- Managed version control using Git and GitHub following best branching and pull request practices.
- Developed backend routes, models, and Express.js API endpoints to support CRUD operations.

## EDUCATION & CERTIFICATIONS

**CompTIA A+ (In Progress)** - Industry Standard IT Support Certification

**CompTIA Network+ (Planned)** - Networking Basics and Troubleshooting Certification

**AWS Certified Cloud Practitioner (Planned)** - Fundamental Cloud Computing & AWS Services

**Full Stack Development - App Academy** | Fall 2022

**MM Music - Purchase College at the State University of New York** | 2017 - 2019

**BFA Music - City College of New York at the City University of New York** | 2015 - 2017