

Ryan Gabbard

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Skills

Leadership & Management

Team Building, Relationship Building, Project Management, Technical Escalations, Vendor Management, Onboarding/Offboarding, Process Improvement, Hardware Asset Management, Hardware Deployment & Logistics

Technical Tools & Platforms

Active Directory / Entra ID / Azure, Single Sign-On (SSO) Configuration & User Authentication, Microsoft Power Automate, PowerShell, SCCM, ServiceNow, VMware, JAMF / Intune MDM, Microsoft Copilot for Support Automation, Microsoft Defender, Power BI, Tableau, Jira

IT Service Management & Security

ITIL Practices, Knowledge-Centered Service (KCS), Cybersecurity Fundamentals (Phishing Awareness Training, Vulnerability Management)

Operating Systems & Support

Windows OS / macOS Enterprise Environments, User Training, Customer Service

Professional Attributes

Adaptability in Fast Paced Environments, Team Player

Professional Experience

Americas Service Desk Manager

Veeam Software, Columbus, Ohio

April 2024 – January 2026

- Led team of service desk engineers supporting 2,500+ users across U.S., Central, and South America in office and remote settings, ensuring high availability and rapid resolutions
- Conducted weekly coaching on ticket quality and knowledge sharing, reducing errors and enhancing team performance.
- Automated onboarding workflows with Microsoft Power Automate and ServiceNow integrations, including hardware drop shipping and asset tracking, cutting manual effort by ≥50%
- Partnered with HR/Vendors to outsource termination hardware logistics, freeing resources and improving response times
- Primary technical escalation lead, resolving complex issues, minimizing downtime, and mentoring on troubleshooting
- Coordinated ISO compliance audits and achieved SOX readiness, strengthening security governance
- Expanded self-service portal and knowledge base, increasing resolution rates and reducing live support dependency
- Defined, tracked, and reported KPIs and trends using Power BI and Tableau to measure team effectiveness

Americas Service Desk Supervisor

Veeam Software, Columbus, Ohio

April 2022 – April 2024

- Supervised East Coast engineers, delivering on-site support, technical leadership, and regional escalations
- Managed onboarding, terminations, asset tracking, and hardware inventory maintenance
- Implemented Apple Business Manager with Jamf and Windows Autopilot with Intune, improving endpoint governance and administration
- Delegated daily workflows including account changes and office management to optimize operations

IT Support Manager

M/I Homes, Columbus, Ohio

July 2016 – April 2022

- Managed team of Help Desk Engineers and Project Coordinator supporting 2,000 employees nationwide
- Oversaw project management for copiers/printers, internet service providers, and kiosks
- Managed internet services for retail stores, model homes, M/I Financial office, and branches
- Handled scheduling, shipments, and procurement of all technical needs
- Triaged and assigned support tickets and special projects
- Provided one-on-one coaching and side projects to foster career growth and identify talents
- Designed/implemented processes and continuous improvements for Help Desk services

- Led pre-pandemic adoption of Microsoft Teams to improve communication and collaboration
- Managed transition to new ITIL-based ticketing system
- Implemented real-time call volume wall board for IT department visibility
- Developed and launched Service Catalog to streamline equipment requests
- Assisted with Intune/Autopilot rollout for PCs and Intune/MDM for iPads

Help Desk Support - Technical Lead

M/I Homes, Columbus, Ohio

April 2015 – July 2016

- Performed advanced VMware troubleshooting (detaching/attaching persistent disks, creating/refreshing virtual desktops)
- Supported company-wide VOIP telephony rollout
- Created standard operating procedures to streamline support tasks
- Managed end-user security rights on shared drives
- Served as final escalation point for advanced technical issues
- Trained and mentored peers via one-on-one sessions and task delegation

Help Desk Analyst II

M/I Homes, Columbus, Ohio

May 2014 – April 2015

- Administered Active Directory groups, user accounts, and terminations
- Assisted with creation, maintenance, and troubleshooting of WDS imaging server
- Managed shared drive folder security rights
- Coordinated nationwide printer/copier deployment logistics
- Supported creation, maintenance, and troubleshooting of Apple iOS MDM server

Help Desk Analyst

M/I Homes, Columbus, Ohio

July 2012 – May 2014

- First point of contact for IT issues across 13 U.S. divisions
- Resolved hardware/application issues (Pivotal CRM, Microsoft Office, M/I Financial apps, JD Edwards)
- Identified, researched, and resolved complex technical problems
- Documented, tracked, and monitored incidents for timely resolution
- Provided end-user training on applications and programs

Audio/Visual and Support Technician

The Ohio State University, Columbus, Ohio

March 2011 – June 2012

- Responded to technical requests and troubleshoot customer issues
- Operated video/audio equipment for university events
- Built strong customer relationships through excellent service
- Integrated iPad solutions to enhance staff productivity

Education

The Ohio State University, Columbus, Ohio

Communication Information Technology, 2012

Certifications & Awards

- Knowledge-Centered Service (KCS) Certified, 2026
- Innovation Leadership Program (IT Leaders Program) Completion, 2022
- Nominee, Central Ohio Tech Power Player 'Rising Star' Award, 2021
- ITIL Foundation Certificate in IT Service Management, 2016
- M/I Homes Corporate Excellence Award, 2014