

# RICKY VAUGHN

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## INFORMATION TECHNOLOGY PROFESSIONAL

I am a driven IT professional looking to utilize my education and years of experience to contribute to innovative projects, enhance system efficiency and provide top-tier technical solutions for a dynamic organization.

## EDUCATION

### **Bachelor of Science in Business Administration (BSBA) Information Systems Management**

December 2023

Auburn University

## PROFESSIONAL EXPERIENCE

**Auburn University** | Auburn, AL

February 2024 - Present

### Associate Systems Engineer

- ❖ Provisioned, managed, and optimized VMware vSphere and vCenter environments, including regular administration of virtual machines and host infrastructure.
- ❖ Built and deployed VMs for various business applications, ensuring proper resource allocation, networking, and high availability configurations.
- ❖ Performed ongoing maintenance and troubleshooting of ESXi hosts, vCenter services, and virtual infrastructure to ensure uptime and performance.
- ❖ Installed and configured physical servers, switches, and other networking equipment in datacenter environments, adhering to structured cabling and rack standards.
- ❖ Supported Dell Isilon NAS storage systems by performing basic provisioning, monitoring, and issue resolution tasks.
- ❖ Collaborated with cross-functional teams to ensure seamless integration between compute, storage, and network infrastructure.

September 2019 – Dec 2023

### IT Specialist

- ❖ Manages office technology, including device configurations, application management, and network/cloud connectivity.
- ❖ Diagnoses and resolved complex technical hardware and software issues independently.
- ❖ Maintains and configures PC environments – Rebuilding and deploying systems.
- ❖ Maintains Help desk tickets, document issue resolution.
- ❖ Leads deployment of hardware and/or application rollouts and upgrades to user community.
- ❖ Reference: Supervisor- Scott Snyder/ snyderr@auburn.edu / (334) 740-8309

**FanDuel** | Atlanta, GA

June 2023 – August 2023

### Enterprise IT Intern

- ❖ Developed a hackathon solution to boost live betting engagement on FanDuel by integrating a social media feature.
- ❖ Implemented standardization of desktop configurations for the whole Atlanta office.
- ❖ Contributed to a key project aimed at integrating external employees into the FanDuel email system.
- ❖ Provided critical IT support for internal events, proactively troubleshooting and resolving issues to guarantee seamless operations.
- ❖ Collaborated with the networking team to enhance security by successfully upgrading and deploying firewall, switches, and wireless access points.

- ❖ Actively participated in Program and Intake activities, Sprint meetings, and learned project management techniques and business continuity assessments.
- ❖ Reference: Supervisor- Robert Powell / Robertbpowell1906@gmail.com / (678) 713-6355

**Southwire | Carrollton, GA**

August 2018 – July 2019

#### IT Intern

- ❖ Developed and demonstrated a proposal for an augmented reality solution to be used on the production floor.
- ❖ Implemented an ID card swipe login solution for company printers.
- ❖ Deployed local servers for various plants.
- ❖ Maintained Help desk tickets, document issue resolution.
- ❖ Reference: Supervisor- Brandon Smith / Brandon.smith@southwire.com / (770) 826-6665

**Self-owned business | Auburn, AL**

March 2022 – May 2023

#### Owner

- ❖ Diagnosed, troubleshoot, and resolved a wide range of software, hardware, and network issues.
- ❖ Provided remote tech support to clients, resolving minor issues over the phone or through online platforms.
- ❖ Installed, upgraded, and maintained various operating systems including Windows, MacOS.

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## SKILLS

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- Python, SQL, C++, JavaScript, HTML, CSS
- Oracle, MySQL
- VMware
- Experience using Active Directory, Exchange Server, SharePoint
- Windows/MacOS
- Routing/Switching/wireless
- Nagios, SolarWinds, datadog
- PC repair/building and software installation

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## CERTIFICATIONS

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- VMware VCP-DCV
- Azure AZ-104
- Excel Expert