

Ryan Taylor

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EDUCATION

University of Phoenix | Phoenix, AZ

Nov 2023 - Nov 2024

B.S. - Management of Information Systems

Coursework: Data Structures, Algorithms, Databases, Data Science, Machine Structures, Network Web Services, Web Design and Development, Project Management, DevOps, Active Directory

SKILLS & TECHNICAL TOOLS

Collaboration Tools: Microsoft Teams, Slack, Cisco Webex, SharePoint

Scripting: PowerShell, Bash

Operating Systems: Windows Server (2016, 2019), Ubuntu, Mac OS

ITSM Ticket Systems: Zendesk, Jira

Languages: Python, SQL

Technologies: Network PRTG, Wireshark, Python Statistical Analysis, Warehouse Management Systems, SharePoint Sites, Excel Data Analysis, Symantec, Hyper-V, VMWare, Azure

CERTIFICATIONS:

CompTIA A+

CompTIA Network+

CompTIA Security+

Microsoft Azure Administrator (AZ-104)

EXPERIENCE:

Service Desk Analyst | Contract | LG Electronics

Nov 2022 - Nov 2023

- Cloud system support for over 300+ end-users and trained personnel on patch management and software updates for optimized functions
- Optimized uptime for Printer and File Server annually by 99.4% using incremental backups and adjusting print spooler settings to prioritize print jobs in production environment
- Installed IP cameras, L2 Switches(2960X), and APs
- Reduced calls due to customer complaints by 34% using diagrams and step-by-step instructions created from project documentation

Junior System Administrator | Full-Time | US Army

April 2017 - Nov 2022

- Installed Windows Servers for baseline Active Directory tasks
- Provided direct support to end-users for Windows 10 clients, troubleshooting: applications, hardware, system errors, driver flaws, and corrupt scripts
- Developed guidelines for end-user awareness against malware removal, social engineering tactics, and classified information disposal
- Managed Active Directory accounts and permissions.
- Configure and troubleshoot network devices including routers, layer 2 switches
- Conducted software updates and patches on workstations to ensure security compliance and system stability.