



RYAN POLLETT

SYSTEM ADMINISTRATOR

PROFILE

I'm a talented, forward-thinking team player that delivers exceptional results through strategic and research-oriented decision making. With strong competencies in communication, problem-solving, and patience, I focus on finding solutions to everyday problems.

EDUCATION

University of South Florida
POLITICAL SCIENCE, B.A. 2014

CompTIA Network +

Red Hat System Administration II

Mac Technician (ACMT)

Mac Hardware Service

macOS Troubleshooting

iOS Troubleshooting Qualification

EXPERTISE

macOS / iOS

Linux

Networking

Windows

Security

Automation

EXPERIENCE

System Admin

APPLE, INC. / OCI GLOBAL, CUPERTINO, CA DECEMBER 2018-2020

Setup and maintain various systems including web applications servers, databases, and file sharing systems. Implement disaster recovery backup services and system monitoring tools to ensure infrastructure reliability and security. Perform penetration testing on network endpoints and servers, wireless networks and network security devices. Remediation of security vulnerabilities in a timely and strategic manner. Collaborate with leadership to develop security guidelines and end-user education for corporate personnel.

Desktop Support Technician

APPLE, INC. / OCI GLOBAL, CUPERTINO, CA JUNE 2017-2018

Triage client issues that require software or hardware solutions in a fast-paced, corporate enterprise environment. Provide imaging, deployment of mobile device management services, and network-based diagnostic systems. Meet with users to resolve conferencing issues and educate users on proper use of audio-video conferencing systems.

Genius

APPLE, INC. SAN FRANCISCO, CA AUGUST 2013-2017

Utilize technical knowledge and experience to perform timely repairs on Mac and iPhone devices. Answer customer questions and address concerns to resolve hardware and software issues. Provide excellent customer service through patience in understanding the customer's needs and offering a personalized solution to resolve their concerns.

Technical Specialist

APPLE, INC. TAMPA, FL MAY 2010-2013

Elevate customer experience and satisfaction with Apple products through personal education and technical assistance. Closely follow the the customer journey to learn the best ways to increase net promoter scores and consistently drive promoters of the brand.

CONTACT

MOBILE

(904) 707.9415

LOCATION

San Francisco, CA

MESSAGE

info@pyan.app

SITE

pyan.app