

**Ryan Essex**

**730 E Orange St. Indianapolis, IN 46203**

**Cellular # (317)983-8306**

**E-Mail: RCEssex@gmail.com**

**Professional History**

**Modis-HPE-Eli Lilly: Technology Consultant - Software Development**

**Employment:** JAN 2017 TO PRESENT

**Salary:** \$45,400 /YR

**Job Description:**

Configure testing environments (both virtual and physical) for users to allow them to test new software packages before those packages are released to the production environment. Research and correct systemic issues that affect systems in the environment. Prioritize multiple software development projects for system automation and/or automation of standard repetitive tasks and choose the most effective method for configuring the packages to be created whether that requires a full GUI based application or a small Zero-Touch script. Has an understanding of multiple scripting and programming languages including: C#, VB.Net, Powershell, and Batch.

**Key Elements:**

- Create backups for numerous computer systems spanning numerous models
- Developed software for the automation of Sysprep for Win7 and Win 10
- Automate tasks for functionality testing of Microsoft Office, Antivirus, Java, And Adobe Reader
- Develop Software for WinPE to programmatically configure Hard Disks for Win7 or Win10
- Build scripting tools to configure DNS Suffix List, modify unattend.xml for Sysprep
- Configure testing environments for users to confirm operation of new software packages
- Test newly updated system configurations across multiple hardware models
- Attend meetings and provide feedback based on new image configurations
- Provide Customer service to users experiencing corporate wide systemic issues
- Research and correct systemic issues that are reported
- Fill out tickets in Service now for assigned tasks
- Fill out process documentation through Sharepoint
- Create technical documentation for software operation
- File paperwork with other departments for software package deployment
- Provide Tier 3 and Tier 4 support to corporate and international users

**Accomplishments:**

- Creation of testing tools for Microsoft Office, Adobe Reader, Antivirus, and Java has saved on average roughly 1.5 hours per system, for a total of roughly 15 hours per week.
- Creation of Batch/Powershell script to run in a WinPE environment that configures a hard disk to be able to properly host Windows 7 or Windows 10 in either a UEFI configuration or Legacy configuration. This script is also able to configure between a GPT disk or an MBR disk. This tool saves the technician roughly 15 minutes and is continuously used throughout the week saving an average of 10-15 hours per week
- Developed a Sysprep automation tool that allows for effective pre-sysprep configuration of a PC by programmatically rearming core software such as Microsoft Office, Antivirus Software, And other licensed and network registered software. This software is able to detect for drive encryption and intelligently detect what version of windows is in use to ensure that the proper pre-sysprep process is completed. By eliminating the manual process this tool has saved 30-45 minutes per use.

**Lasik Vision Institute/Vision Group Holdings: Help Desk Technician**

**Employment:** OCT 2014 TO MAY 2016

**Salary:** \$31,500 /YR

**Job Description:**

Provide support for corporate and center users. Remotely access PCs, Servers, and networking devices to repair and maintain those devices as needed. Diagnose and repair performance, operational, and communication issues. Configure PCs for use at new centers to include IP configuration, peripheral installations, system updates, group policy configuration, software installation, and software configuration. Provide remote support for users unable to properly access corporate information.

**Key Elements:**

- Provide customer service
- Configure PCs for use in the Corporate center or in the field
- Configure VPN software on laptops and mobile devices for field users
- Install and troubleshoot issues with printers and other peripherals
- Utilize AD(Active Directory) to create and modify user access and reset passwords
- Work with Citrix environment to ensure user access and pass-through-printing
- Ensure completion and integrity of system backups
- Create automation scripts for system configuration to save 2+ man hours per configured PC
- Utilize VBscript to toggle proxy settings for field users
- Utilize VMWare to create and maintain virtual systems for testing and production
- Remotely access PCs and Servers for maintenance and configuration
- Configure network devices for security and communication

- Install PCs and printers at user work stations
- Configure user workstations for multi monitor support
- Configure user accounts for access to Email and corporate information
- Diagnose hardware failures and replace damaged components
- Install and configure software on mobile devices for corporate users
- Configure devices with Linux OS
- Configure thin clients for automatic updates and configuration
- Configure computers systems for optimal operation
- Mail migration from Outlook 2003 – 2007
- Mail migration from Outlook 2003 & 2007 to Office 365

#### **Accomplishments:**

- Created scripting tools that worked in conjunction with each other to fully configure systems being prepped for distribution to new employees and new site locations. Operation included installation of software and updates from a core OS installation, and configuration of site specific variables such as IP Address, user profile, and network share links. These tools used in conjunction with one another saved 2+ hours in the process of system configuration, saving on average 40 hours per week.
- VBS tool created for field users to easily and correctly transition their computers proxy configuration between working in the office and working in the field with customers. This software required minimal training as it included an intelligent detection of network values to ensure the proper connection to internet resources.

#### **Oculus, INC.: Service Technician**

**Employment:** SEP 2012 TO APR 2014

**Salary:** \$30,000 /YR

#### **Job Description:**

Repair and calibrate devices for use in optometry offices. Diagnose issues in imaging and alignment hardware as well as correct issues with communication between the device and PC software. Calibrate imaging components to ensure correct diagnostic values of optometry patients. Replace mechanical and electronic components as needed for proper operation. Complete work orders and document all steps taken to correct any issues. Order replacement parts to ensure parts are available for all standard repairs. Assist with packing and shipping of equipment for trade shows. Provide phone support for users experiencing hardware or software related issues.

#### **Key Elements:**

- Diagnose and confirm device issues from provided work order
- Replace DSP(Digital Signal Processor) assembly

- Align Imaging components for use in a medical setting
- Confirm diagnostic scan results to conform with medical standards
- Disassemble, and replace worn or defective hardware or circuitry
- Complete electronic work orders documenting all steps taken
- Verify scan tolerance before and after repair
- Update device firmware as necessary
- Provide customer service to users remotely
- Remotely access customer computers as needed for support
- Confirm up-to-date software on all remote user systems
- Document all phone support calls in work order system
- Configure PC's and networking devices for customer orders
- Configure mobile devices for customer orders
- Configure software for EMR(Electronic Medical Records) environments
- Confirm communication between medical devices and all applicable computer hardware
- Prepare freight orders for trade shows
- Provide customer service

### **Veterans of Foreign Wars: Volunteer Information Technology Administrator**

**Employment:** FEB 2009 TO SEP 2012

**Salary:** None-Volunteer

#### **Job Description:**

Complete repair and maintenance tasks for members and the organization. Advised members on proper software for completing requested tasks, how to use the software and proper hardware for purposes of upgrades. Installed wiring and devices for members and the organization as requested, and confirmed operation. Configured wired and wireless networks to match the individual's needs.

#### **Key Elements:**

- Update, Upgrade, and maintain computer systems and networks
- Install wiring and IT equipment as per user request
- Perform disaster recovery for damaged systems
- Create backups for users
- Configure network devices for members to support security and operation
- Install software and hardware
- Train users on proper usage of software and hardware
- Provide customer service

**United States Navy: Aviation Electronics Technician E-3(ATAN)**

**Employment:** AUG 2006 TO OCT 2008

**Salary:** \$21,477.6 /YR

**Job Description:**

Duties Include component level repair of circuit boards for aircrafts on base, notating all repairs within work order database to define any actions taken, assist with creation of wiring harnesses for aircraft body and engines. Collateral duties include supervision and maintenance of all HAZMAT materials and documentation for the division. Including but not limited to updating MSDS resources for all chemicals user within the division and providing training to all division personnel to properly handle all chemicals in use within the division.

**Key Elements:**

- Confirmation of damage stated by Organizational level technicians
- Provide customer service
- Determining best course of action for circuit repair
- Ensuring cleanliness of work station and units repaired
- Completion of electronic work orders with all actions taken
- Construction of wiring harnesses for aircraft bodies, and engines
- Wiring connectors based on pinout diagrams specified by the aircraft manufacturer
- Maintaining order and cleanliness of HAZMAT closet
- Training for all division personnel concerning proper use and safety for all HAZMAT materials

**Education\Certification**

**ITT Technical Institute: Electrical Engineering Technology / Associate of Science**

Graduated 09/2013      GPA 3.0

**CompTIA A+ Certification**

Obtained 07/07/2017      ID# COMP001021168710

**References available upon request**