Ryan Chaffee

Software Developer in Kansas City, MO

I am passionate about learning, especially with relation to technology and computers. I will discover the knowledge required to complete any objective.

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WORK EXPERIENCE

Lead EndUser Support Technician — Burns & McDonnell, Kansas City MO

Oct 2015 - July 2020

- Lead member of ~8 person ServiceDesk, servicing ~8000 global employees and external users with 24 hour oncall support by phone, email, chat, or in person.
- Resolved ~25 user submitted tickets per day on average, documented with detailed notes and corrective steps taken.
- Trained all ServiceDesk members and published written troubleshooting knowledge in a Windows OS environment.
- Assisted with creating and updating SCCM software packages using Powershell scripts, and managing software/endpoint/user collections.
- Collaborated with analysts and developers by detailing automation opportunities and testing user experience of system changes.
- Managed DFS/Nasuni file systems using proprietary tools to create large file structures and grant access to cross-domain users.

EndUser Support Technician — Burns & McDonnell (Equity Staffing Group), Kansas City MO

July 2015 - Oct 2015 (long term contract)

- Imaged laptops and desktops using Altiris and SCCM.
- Shipped or set up all requested hardware and accessories at user desk location.
- Tracked dozens of hardware assets daily and documented break/fix using ServiceNow ticketing software.

Desktop Support Technician — Garmin (Pro Staff), Olathe KS

May 2015 - June 2015 (short term contract)

- Imaged desktops and laptops from PXE.
- Replaced malfunctioning hardware components.
- Tracked deployed/returned components using web-based Ticketing and Inventory Management systems.

Pharmacy Technician — CVS,

2010 - 2014

- Maintained records by recording and filing physicians orders and prescriptions.
- Provided inventory management and organization of medications and supplies.

SKILLS

PROGRAMMING LANGUAGES

- **C#**
- **JavaScript**
- **TypeScript**
- **HTML5/CSS3**

FRAMEWORKS

- **ASP.NET**
- **AngularJS**

DATABASES

- **MySQL**

TOOLS

- **Visual Studio 2019**
- **Git Bash CLI**
- **Windows Powershell**

PROJECT EXPERIENCE

Storefront Simulator — LiftOff Project (IN PROGRESS)

- Simulates a digital storefront wherein the "products" that the user accounts are able to interact with are entirely randomly generated.
- Utilizes Identity to allow user account creation, authentication, and authorization features, leading to accounts only being allowed to interact with objects that they "own".
- C#, ASP.NET Core MVC, EntityFramework, ASP.NET Identity, MySQL

TechJobs Persistent — LaunchCode C# Final Assignment

- Connects a database to allow multiple types of class objects to be created through web forms and saved in persistent storage.
- Utilizes many-to-many sql relationships to allow objects to be linked to as many other objects as necessary.
- Searchable data by multiple class types.
- C#, ASP.NET Core MVC, MySQL

Orbit Report — LaunchCode JavaScript Final Assignment

- Fetches JSON data from a web address and displays it as a sortable, searchable table.
- JavaScript/TypeScript using Angular framework.

EDUCATION

LaunchCode, LC101 Programming Course — 2021

Centriq Training, Information Technology Administration and Management Course — 2015
CompTIA A+, CompTIA Sec+, Microsoft Networking Fundamentals