**Ryan Volino**1079 Route 5 Springfield, VT, 05156

845.475.4560 ● ryan.volino@gmail.com

**OBJECTIVE**

Motivated, loyal and eager to learn candidate, ready to contribute to the Information Technology team.

**Professional Skills**

Mac OS, MS Windows, Windows Server, Computer Forensics FTK & Encase, My SQL, Linux, Java Programing, Active Directory, MS Visio, MS Project, MS Office, VPN, Virtual Machines, OS imaging, Remote Support, Service-Now, Kace, ePolicy, Bitlocker, FileVault.

**PROFESSIONAL EXPERIENCE**

**Boston University, IT Desktop Support Specialist** February 2018-Current

Boston, MA

* Created new deployment images with Microsoft Deployment Toolkit and Deploy Studio
* Installed hardware upgrades/repairs for laptop and desktop workstations
* Managed remote software installs and updates through Kace
* Assisted customers with a variety of technical issues
* Worked with vendors on a regular basis to provide hardware support to faculty members and students
* Researched and deployed encryption technologies for restricted use machines
* Performed troubleshooting and analysis, as well as resolving user and network issues
* Conducted testing in order to reproduce problems and document solutions
* Supported A/V for classrooms

**Boston University, IT Client Support Specialist** June 2017-February 2018

Boston, MA

* Provided technical help to faculty/staff, who use Windows and Macintosh OS-based computers
* Troubleshoot application issues remotely
* Managed and assigned incoming tickets to appropriate work groups
* Add/troubleshoot network printers
* Add/troubleshoot network drives

**US Army, Infantryman Team Leader**April 2010-January 2014

Fort Knox, Fort Knox, KY

* Maintained personnel files of 120 Service Members
* Responsible for creating and maintaining Command and Staff Power Point presentations
* Wrote detailed achievement award for Army Service Members
* Developed a digital filing system for 120 personnel
* Supervised multiple Army Service Members
* Combat Lifesaver qualified
* Knowledge and experience in office management
* Established and maintained security in hostile environments

**EDUCATION**

**University of Massachusetts Boston**, Boston, MA

*Bachelor of Science, Information Technology*, May 2017