

# Ryan McCallum

IT Professional with experienced technical knowledge and IT background seeking to further career in the fields of Cloud Computing, Web Development and Information Technology.

## RELEVANT EXPERIENCE

### Microsoft Azure VM Support Engineer

Charlotte, NC  
Dec 2019 - PRESENT

Supported dozens of enterprise customers, partners, and other companies using Microsoft Azure Virtual Machines and related technologies via phone and web. Utilized skill in Windows and Linux System Administration, Virtualization, scripting, PowerShell, and understanding of RDP/SSH to solve connectivity issues. Scoped customer issues during investigations, researched mitigations and involved other Microsoft Azure support teams as necessary for consultation and collaboration. Used project management skills while working internally as customer advocate to schedule meetings, conduct troubleshooting sessions, and escalate to management or engineering accordingly. Maintained high customer satisfaction by setting the right expectations and fulfilling my commitments while adhering to official policies. Documented technical work and research performed for each case in a detailed and comprehensive manner.

### UNC Charlotte Academic Technologies Developer

Charlotte, NC  
May 2019 - Nov 2019

Assisted in the development and testing of web application solutions for the College of Liberal Arts & Sciences including plugins, themes and templates for WordPress. Researched and documented programming solutions as applicable. Provided direct technical support to assist end users in analyzing their problems, workflows, and processes. Developed scripts for cloud-based productivity applications such as Google Sheets and Google Drive. Managed git repositories and documentation for all programming projects.

### UNC Charlotte Technology Support Analyst

Charlotte, NC  
Dec 2017 - May 2019

AS IT Support Coordinator for the College of Liberal Arts and Sciences at UNC Charlotte, managed and delegated Help Desk tickets for CLAS departments using Cherwell Service Management software. Collaborated with co-workers within the Office of Academic Technologies to assist CLAS faculty, staff, and students. Developed several Google Apps Scripts for OAT use. Enhanced WordPress plugins for CLAS use. Provided consultation and support for Google Suite cloud applications. Supervised Windows and Mac computer inventory using SCCM and JAMF endpoint management software.

Address Line 1  
Address Line 2  
Phone Number

[github.com/rmccal14](https://github.com/rmccal14)  
[github.com/rjmccallumbig1](https://github.com/rjmccallumbig1)  
[RyanJonathanMcCallum@gmail.com](mailto:RyanJonathanMcCallum@gmail.com)  
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## SKILLS

Troubleshooting	PowerShell
Windows	MacOS
Linux	WordPress
Virtual Machines	Google Apps Script
Cloud Computing	Google Suite
Web Development	Technical Support
Microsoft Office	Debugging
Computer Repair	Technical Writing
Help Desk Ticket Management	Vocational Demeanor
Professional Communication	

## EDUCATION

### NC A&T State University Greensboro, NC M.S., Information Technology

Aug 2015 - May 2017 3.95 GPA

### UNC Pembroke Pembroke, NC B.S., Information Technology

Aug 2011 - Dec 2013 3.63 GPA

## CERTIFICATIONS

AZ-900 **Azure Fundamentals** Jan 2020  
L-200 **Azure Virtual Machines** Feb 2020

## RELATED EXPERIENCE (2010-2014)

*Technology Support Technician*  
UNC Charlotte, Charlotte, NC  
Sept 2014 - Dec 2017

*Computer Lab & Classroom Technician*  
UNC Pembroke, Pembroke, NC  
Feb 2012 - Sept 2014

*Contract Computer Technician*  
Go2IT, Maxton, NC & Sanford, NC  
July 2014 - Aug 2014

*Computer Lab Technician*  
NC A&T State University, Greensboro, NC  
Aug 2010 - May 2011