

Ryan Smaller

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About Me:

Ambitious and motivated college student with a strong work ethic, willingness to learn, and passion for IT.

Skills:

Computer Hardware, Network Configuration and Implementation, Cisco IOS Device Configuration, Extreme Networks Device Configuration, Virtual Machine Configuration, Troubleshooting, Computer Repair, Linux System Configuration, Linux and Windows CLI Environments, Python Scripting, Web Development, SQL Programming, C/C++ Programming.

Professional Experience

Beacon Telecom | Canton, MA

July 2021 - August 2022

Beacon Telecom is a major New England provider of IT support, cloud solutions from various vendors including Extreme Networks and Cisco, Avaya telephony and voice over IP services, and video conferencing.

Telecom Technician

- Assists Service Department with post installation customer support and maintenance.
- Provides technical assistance & support for installations as needed.
- Participates in applicable certifications and training offered by the organization.

Key Accomplishments:

- Configured Avaya IP Office phone systems to utilize SNMP alarms and Alternate Route Selection to ensure optimal performance and security.
- Traveled to various on-site locations within Massachusetts and Rhode Island to deploy Avaya IP phones and connect them to paging systems.
- Configured and maintained Extreme Networks Switches with respective IP addressing and firmware updates.
- Created complex routing, switching, and server instances on Cisco devices in a Packet Tracer test environment.

Target | Stoughton, MA

June 2023 - Present

Target is a world-renowned retailer and grocery store known for its high-quality products, intuitive checkout procedure, and consistent guest service.

Guest Advocate

- Assists guests with checking out and returning their items.
- Organizes and delivers curbside orders.
- Provides sales information about the organization's rewards program and mobile application.
- Participates in safety and information security training as needed.

Key Accomplishments:

- Defused various tense and confrontational situations where guests were unhappy with their service, purchases, or returns.
- Demonstrated effective interpersonal skills when working with Team Members to organize the service desk, deliver curbside orders, delegate Team Members' breaks, and assist guests with their shopping experience.
- Provided technical support for guests when checking out their items, signing up for the organization's rewards program, and using the mobile application.
- Maintained an organized work environment at the service desk, registers, and curbside pickup areas through busy holidays and weekends.

Academics

University of Massachusetts Boston | Dorchester, MA

September 2022 - Expected Graduation 2026

- Candidate for Bachelor of Science in IT - Sysadmin Concentration

Blue Hills Regional Technical High School | Canton, MA

September 2018 - June 2022

- High School Diploma - Graduated with Valedictorian status and a 5.05 Weighted GPA
- Vocational Certificate - Computer Information Systems

Certifications

- CompTIA A+ Certification
- Extreme Sales Specialist - Cloud Networking (ESS) Certification
- TestOut PC Pro Certification

Awards and Recognitions

- Senate and House of Representatives Official Citations - Abigail Adams Scholarship
- National Honor Society - Certificate of Excellence for Leadership, Service, Character, and Scholarship
- Massachusetts Association of Vocational Administrators (MAVA) - Vocational Student of the Year
- Senate Official Citation - Vocational Student of the Year
- United States Department of Education President's Award for Educational Excellence
- BHRTS Outstanding Senior Award for Academic Excellence in Mathematics
- Blue Hills Regional High School Teacher-Nominated Student of the Month
- Recognition for High Honors

Extracurricular

CyberPatriot - 2019, 2020, and 2021

- A regional cybersecurity competition run by the Air Force Association. Involves hardening a Cisco Packet Tracer simulation and three different virtual machines: Windows 10, Windows Server, and Ubuntu Linux. Debian Linux added in later rounds. Consistently collaborated with my team to progress toward the state level competition earning silver and gold.

SkillsUSA Internetworking - 2020

- A district level competition involving a paper knowledge test on Cisco switching and routing protocols. Earned a silver medal and progressed to the state level competition.

SkillsUSA Information Technology Systems - 2021

- A district level competition based on the content reviewed in the A+ certification, including troubleshooting, configuration and maintenance of computers and other IT equipment. Earned a silver medal and progressed to the state level earning a bronze medal.