RYAN VAN OSTRAND

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EXPERIENCE

Help Desk Team Lead
Northwestern College

📅 June 2019 – Present 📍 Orange City, IA

- Manage scheduling and direct work tasks of junior technicians.
- Train new junior technicians in both software and hardware diagnostics while teaching solutions to diagnosed problems.
- In addition to the work of a Junior Technician, tackle more complex issues as I continue to develop the necessary skills required.

Junior Technician
Northwestern College

📅 August 2018 – June 2019 📍 Orange City, IA

- Served as the first point of contact for students, faculty and staff for any simple technological needs over the phone, through email and in person.
- Trained end users on new hardware and software to ensure proper use throughout campus.
- Searched for solutions when problems exceeded my understanding, leading to an expanded knowledge in the field.

Front Desk Attendant
Copple Family YMCA

📅 April 2017 - August 2018 📍 Lincoln, NE

- Provided customer service and built relationships with customers, guests and program participants.
- Handled new membership details, registrations and payments for various YMCA programs.

PROJECTS

Developing a Resume Website
In progress

There is a website in the works to develop my full-stack skills, as the majority of my work has been on back-end projects throughout my academic career. Through this project, I continue to learn the skills necessary to construct proper interfaces in web-development. This website will include a database of previous academic projects as well as the source code for this resume.

EXTRACURRICULARS

E-Sports: League of Legends Team Captain
Northwestern College

📅 Spring '19 – Present 📍 Orange City, IA

- Actively communicate with the coach regarding team needs and what assistance can be given to meet those needs.
- Assess where players are in their skill-development, providing individualized coaching based on that assessment.

MY LIFE PHILOSOPHY

"Our greatest weakness lies in giving up. The most certain way to succeed is to always try just one more time."
-Edison

RELEVANT MATERIAL

- CSC171QR Computer Science I
- CSC172 Computer Science II
- CSC291 Database Management Systems
- CSC341 Data Mining and Machine Learning - Fall2021
- CSC351 Data Structures
- CSC361 Networking
- CSC381 Programming Languages

STRENGTHS

Hard-working | Eye for detail
Leader | Development-Oriented

Quick to Learn | Logical Problem Solving
Java | SQLite | C++

EDUCATION

B.A. in Mathematics and Computer Science
Northwestern College

📅 Aug 2018-Dec 2021*

REFEREES

Dr. Michael Wallinga
@ Head of Computer Science Department
✉ mwalling@nwciowa.edu
📞 712-707-7108

Matt Austin
@ Northwestern Help Desk Manager
✉ matthew.austin@nwciowa.edu
📞 712-707-7389