

# RYAN VAN OSTRAND

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📞 641-450-9072

✉ 633 Streeter Dr, North Sioux City, SD



## 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 then providing 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

While my github currently has a few of my programs to show off specific skills, I'm currently working on developing skills in front-end development and data science. My desire to learn every facet of programming tends to drive me into learning new languages and styles of programming. As of right now I'm working on creating code to take measurements on an Optical Tweezers setup using Python, developing my own website (hosted via github) and analyzing the win conditions of League of Legends, determining the metrics that correlate most to getting those dubs.

## 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

Troubleshooting

C++

## EDUCATION

### Bachelor's of Arts in Mathematics and Computer Science

#### Northwestern College

📅 Aug 2018-Dec 2021\*

## REFEREES

### Dr. Michael Wallinga

@ Head of Computer Science Department

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📞 712-707-7108

### Matt Austin

@ Northwestern Help Desk Manager

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