Ryan J. Fork

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Objective

A full time position starting May 2014 in which I can leverage my problem solving, leadership, and interpersonal skills in addition to my strong passion for The Walt Disney Company.

Education

Georgia Institute of Technology – Atlanta, GA   Expected May 2014
Bachelor of Science in Computer Science
Concentrations in Human Computer Interaction and Information Internetworks

Experience

Microsoft – Redmond, WA   Summer 2013
Program Management Intern
- Researched product feature area and created development and test plans to outline feature implementation.
- Led feature crew during development process to resolve any issues in the feature development process.
- Gave product demonstrations for internal corporate business units to demonstrate product capabilities.
- Worked closely with fellow program managers to develop a strategy for conversion to agile software development including determining best practices and creating manuals and presentations for future use.

The Walt Disney Company – Celebration, FL   Summer 2012
Identity Access Management & Integrations Engineering Intern
- Developed web-based test application using C# & ASP.NET to verify the integrity and monitor status of the company's authentication and authorization services, a critical infrastructure serving thousands of users.
- Created software to demonstrate authentication and authorization solutions, delivering tailored presentations and Q&A sessions for counterpart business units and operations teams.
- Proactively managed customer relationships, scouring internal online community support site for questions or problems and ensured follow-ups to resolve discrepancies and ensure customer satisfaction with services.

Mohawk Area School District – Bessemer, PA   Summer 2010, Summer 2011
Network & Systems Administration Intern
- Provided hardware and software troubleshooting and solutions for staff and administration.
- Led support for migration of district-wide databases and email services to cloud-based services.
- Supported transition of IT infrastructure to virtualized environments and tablet implementation.
- Spearheaded the automation of the summer upgrade process using VBScripts to simplify for future use.

Leadership

Georgia Tech Student Alumni Association
    Student Advisor   May 2013-Present
- Provide guidance, mentorship, and leadership insights to each of the twenty three members making up the student leadership team
- Provide coaching and leadership development for each of the leadership team members to help them grow in their respective talent areas.

    President   May 2012-May 2013
- Led and mentored a 21-person leadership team responsible for the operations of the 3,500-member student organization by emphasizing a well-rounded operating environment.
- Acted as the interface of communication between the organization and the Georgia Tech Alumni Association, Georgia Tech, and the Georgia Tech campus community.

    Vice President of Operations   May 2011-May 2012
- Responsible for general operations including personnel coordination, providing technology solutions for the leadership team, and managing member card production.

    Operations Specialist   January 2011-May 2011
- Integrated basic operations support mechanisms to ease rapid growth pains including automating member card production process and common web content formatting.

http://www.linkedin.com/in/ryanfork