

Ryan Wise

Phone: [REDACTED]

Curriculum Vitae

E-mail: [REDACTED]

KEY STRENGTHS:

- Understanding and executing contracts.
- Keen eye for detail.
- Systematic approach to work.
- Objective based reasoning.
- Strong communicator.
- Customer Service.
- Adaptable & fast learner.
- Thrives in a collaborative environment

FORMAL QUALIFICATIONS & TRAINING:

- Diploma of Information Technology (2021 – Present; Coder Academy)
- Bachelor of Applied Information Technology. (2020 – Present; La Trobe University)
- Master of Architecture. (2015 – 2016; University of Tasmania)
- Bachelor of Environmental Design. (2011 – 2014; University of Tasmania)
- Construction Induction

CAREER SUMMARY:

- July 2019 - February 2021 - Kestral Computing - Primary Support Consultant.
- March 2019 - July 2019 - APCD - Field Services Engineer.
- July 2018 - September 2018 - International Travel - N/A
- August 2017 - June 2018 - Plus Architecture - Graduate Architect.
- June 2017 - August 2017 - Pattersons Commbuild - Consulting Architectural Designer.
- April 2017 - August 2017 - Pattersons Commbuild - Quantity Surveyor & C.A.
- February 2017 - April 2017 - Pattersons Commbuild - Contract Administrator.
- April 2011 - April 2013 - Federal Group - Bar & Table Service.
- February 2011 - April 2011 - Montgomery's Hotel - Shift Manager.

EMPLOYMENT HISTORY:

JULY 2019 - FEBRUARY 2021 KESTRAL COMPUTING PRIMARY SUPPORT CONSULTANT

- Providing technical support for hardware, software, and networking issues across the company, both onsite and remote.
- Assisting in maintaining the company's network, and VOIP infrastructure.
- Updating and patching of OS on workstations, servers, and virtual environments
- Assisting in the management of new and existing users on both local machines, and the Azure AD.
- Deployment of new user workstations using MDT software.
- Creation, maintenance, and backup of SQL databases as required.
- Procurement and maintenance of SSL certificates on domain hosted web addresses.
- Level 1 support of Office 365 and SharePoint server.
- Triaging and diagnosing support calls across a range of products in the radiology and pathology space with varying technical requirements.
- Building rapport and maintaining relationships with clients.
- Creating and maintaining customer facing documentation on commonly seen issues, tasks and configuration.
- Taking, maintaining, and updating tickets using in-house ticketing software.
- Perform routine remote backups, upgrades, and installations of software on client's servers
- Leading and working in teams, or independently as required.
- Identifying the need for, producing, and delivering training content to clients on an as needed basis.

MARCH 2019 - JULY 2019 APCD FIELD SERVICES ENGINEER

- Providing onsite support to diagnose errors, technical problems and determining proper solutions for clients including installation, configuration, repair, maintenance, and testing tasks.
- Responsible for the Installation, configuration and testing of the newly installed equipment such as Routers, Switches, WAP.
- Responsible for building Laptops & Desktops using provided SOE procedures.
- Provide 1-2 level support to employees (phone and remote), desktop and other IT devices (printers, mobile phones, tablets, and applications).
- Maintain reports relating to assets and other IT infrastructure.

AUGUST 2017 - JUNE 2018 PLUS ARCHITECTURE GRADUATE ARCHITECT

- Feasibility studies of various typologies to senior staff & client specification, taking the development overlay into consideration.
- Generating and updating office standard templates for town planning submissions to meet BADS compliance.
- Apartment design and layouts in accordance with the residential code and BADS compliance.
- Coding new and editing existing GDL library objects for project use.
- Documentation for tender and construction, including fitout, general electrical and detail design for apartments, kitchens, bathrooms, & lobbies.
- Generating and maintaining project specific specification sheets for FF&E, materials, and electrical.
- Collecting and cataloguing samples as required.
- Checking shop drawings against architectural.

JUNE 2017 - AUGUST 2017 PATTERSONS COMMBUILD CONSULTING ARCHITECTURAL DESIGNER

- Provide advice to clients on layout and program in a rapidly changing environment.
- Perform site measures and redraw accurate plans as required.
- Document design discussions to facilitate trades understanding of client's architectural intent, though plan, elevation, and section.
- Work quickly to meet tight deadlines on rapidly evolving projects.
- Liaise with construction, design team, and clients to ensure best possible outcomes for built work.

APRIL 2017 - AUGUST 2017 PATTERSONS COMMBUILD QUANTITY SURVEYOR & C.A.

- Reading working drawings and schedules, ensuring their compliance with AS 3959 (Construction of buildings in bushfire prone areas), and AS 1428 (Design for access and mobility).
- Generating specifications sheets and trade specific scope of works for large scale capital projects.
- Creating and maintaining ongoing relationships with trades, suppliers, and manufacturers.
- Preparing documentation and specifications for trades to quote.
- Preparing capital works tender documentation based on trade quotations and commonly accepted cost values.
- Preparing and writing progress reports for large scale projects.
- Determining trade and product lead times in the process of generating initial project timelines.
- Drafting revisions to Superintendents drawings for review as required.
- Assisting with the acquisition of plans and permits where required.
- As below.

APRIL 2017 - AUGUST 2017 PATTERSONS COMMBUILD CONTRACT ADMINISTRATOR

- Administered a portfolio of over 60 active construction projects each valued at a minimum of \$40,000, nationwide.
- Liaising with all involved stakeholders, keeping clients informed of progress, whilst making sure individual project managers keep the project moving and senior management are abreast of project developments.
- Creating, controlling, and maintaining documentation; including construction contracts, scope of work agreements, insurances and permits for both domestic and commercial projects.
- Allocating and co-ordinating tradespersons and project managers across all active projects.
- Liaising and maintaining relationships with large scale clients and independent contractors
- Control, review and submission of invoices and purchase order.

REFEREES:

- Available on request.