

Ryan Orsinger

Ryan.Orsinger@gmail.com
210-789-9714 mobile

<http://github.com/ryanorsinger>
<http://linkedin.com/in/ryanorsinger>

Experience

Desktop Support Technician, J.M. Waller Associates, Inc, 2011 – 2014

Platform/Environment: Windows Server 2008 r2, Microsoft Exchange 2010, Active Directory, Microsoft Sharepoint 2010, Microsoft SharePoint 2007, Microsoft Dynamics CRM 2011, SonicWall Firewall, SonicWall NetExtender VPN, Barracuda security appliance, Lenel OnGuard access control security system, SpamTitan, Windows Server 2003, Microsoft Windows 7, Windows XP, Apple Mac OS 10.x, Autodesk Revit Design Suite, ESRI ArcGIS, FME Feature Manipulation Engine, CISCO switches, and CISCO VoIP Unity phone system

- Ensured uptime and accessibility of IT resources to employees, partners, and clients
- Provided responsive in-person desktop support and remote technical support
- Created and customized workflows, collaborative editing, and reporting in SharePoint
- Deployed customer facing extranet with SharePoint for deliverables and collaboration
- Developed, designed, and implemented automation of data interoperability between Autodesk Revit building models and ArcGIS Geographic Information Systems platforms
- Automated business processes for sales pursuit approval process with MS CRM.
- Created process documentation for IT Department and how-to guides for users

Web Application Developer and Designer, Orsinger Solutions, LLC 2008-2012

- Designed and delivered custom, semi-custom, and template websites for Real Estate agents
- Authored customized property search tools to match target markets and site SEO focus

Director of Technology, Keller Williams Realty, 2007 – 2010

Platform/Environment: Windows Server 2003, Microsoft Windows XP, Active Directory, Microsoft Dynamics CRM 4.0, Apple Mac OS 10, Connect MLS multiple listing system, Wolfnet IDX Internet Data Exchange

- Provided rapid and responsive troubleshooting and support for office and agent resources
- Supported a wide variety of technologies and industry specific software
- Developed workflow automation with CRM for recruiting, on-boarding, and retention tasks
- Authored curriculum, provided training, and coached agents on building their tech skills
- Directed expansion and bidding process for internal expansion and 3 satellite offices
- Created and maintained the office website, content, layout, and search engine optimization
- Created process documentation, tech blog, and how-to guides for agents and their tools

Freelance Contractor, IT Support and Service, 2005-2007

- Provided desktop support, network setup, troubleshooting, and consulting services

Education

CodeUp, Linux, Apache, MySQL, PHP, HTML, CSS, and JavaScript, Feb 2014 - current
Trinity University, San Antonio, TX, 2005

Bachelor of Arts in Economics

Ryan Orsinger

Ryan.Orsinger@gmail.com
210-789-9714 mobile

<http://github.com/ryanorsinger>
<http://linkedin.com/in/ryanorsinger>

Achievements:

- *CodeUp* Intensive Web Development Bootcamp
Environment/Platform: Ubuntu Linux, Apache web server, MySQL database, PHP, Laravel MVC framework, HTML 5, CSS 3, Bootstrap, Blade template design, version control with git and GitHub, JavaScript, jQuery
- Automated and implemented overhead reducing and labor saving processes in both the sales and operations efforts for both of my previous employers.

Software and platform proficiency

Ubuntu Linux, Apache Web Server, MySQL database, PHP the PHP Hypertext Processor
Laravel PHP MVC Framework, Blade templating engine
JavaScript, jQuery, JSON JavaScript Object Notation
HTML 5, CSS Cascading Style Sheets, CSS3, Bootstrap framework
Microsoft Windows Server 2008 r2, Microsoft Windows Server 2003
Microsoft Windows 7 and Microsoft Windows XP
Microsoft SharePoint 2010 and Microsoft SharePoint 2007
Microsoft Dynamics CRM configuration and customization
FME Feature Manipulation Engine (for building interoperability and data conversion)
MeteorJS framework

Leadership and civic membership

Assistant to Parade Coordinator, King William Fair Parade	2008 – current
Mentor, NEISD STEM Academy team, CyberPatriot Cyber-Defence competition	2012
Member, Oak Hills Rotary Club	2010 - 2012

Professional Development

CodeUp intensive web development bootcamp, LAMP stack + JavaScript
Landmark Forum graduate
Landmark Seminar participant
Leadership Development, J.M. Waller Associates
Keller Williams Associate Technology Council member

Honors and Awards

2012 Every Rotarian Every Year – Rotary Foundation Sustaining Member
2011 Every Rotarian Every Year – Rotary Foundation Sustaining Member
2010 Every Rotarian Every Year – Rotary Foundation Sustaining Member
2010 Keller Williams Spirit Award
2009 Keller Williams Spirit Award
2008 Keller Williams Spirit Award

References available on request