**Ryan Martin**

[Ryan\_martin97@hotmail.com](mailto:Ryan_martin97@hotmail.com) | +1 (416) 995 1220

**EDUCATION**

**York University**  **Toronto**

**Honours Bachelor of Arts in Digital Media 2015-2020**

* *Awards:* Bookstore student scholarship and bursary winner.
* *Projects:* ESCAPE.exe, a Virtual Reality research project awarded for being top of its class.

**EXPERIENCE**

**Help Desk Analyst** **Toronto**

**Community Living Toronto** **2021-Present**

* Ensured timely ­­­­­resolution of IT requests in 3-7 days by prioritizing, monitoring, and handling tickets from open to close, and escalated service requests and while documenting resolutions.
* Reimaged 50+ Laptops and Desktops which saved the company money on purchasing new ones.
* Troubleshooted hardware devices related to end user’s printers, computer peripherals and telecommunication.
* Addressed end user’s issues with network connectivity, Windows operating system, and Microsoft office software.
* Managed user accounts by changing their passwords, adding users to groups, initialising accounts.
* Updated inventory of all hardware, software, and software licenses in database.

**Augmented Reality (AR) Developer Toronto**

**York University** **2020-2021**

* Proximal spaces is an Augmented Reality experience to demonstrate bacteria collisions in real spaces at the Toronto International Design Centre (TIDC).
* Designed and implemented the client’s ideas in Unity Engine, Visual Basics C# and Autodesk Maya.
* Debugged and solved problems using programming knowledge and troubleshooting skills.

**Computer Service Advisor** **Toronto**

**York University 2017-2020**

* Rewarded for being twice as fast as peers for finding solutions. Recognized as a fast responsive and a reliable team member and having exceptional customer service skills.
* Performed Migrations by appointment from oldMyMail to Microsoft Office O365.
* Managed hardware devices such as audio and video equipment for events and classroom use, and serviced corporate equipment such as single use computers, printers, debit machines and telephones.
* Trained new personnel on company procedures and standards for customer service.
* Distributed Laptops, Tablets, and accessories for remote use expeditiously, and setup remote access using VPNs.

**ADITIONAL INFORMATION**

**Troubleshooting Tools**

* Active Directory, ServiceNow, Sophos, Cacti Monitoring, GoToAssist, BMC footprint, Lockout Status Tool.
* Microsoft Office O365 – SharePoint, OneDrive, Microsoft Teams, Outlook, etc.
* DNS, DHCP, TCP/IP and VPN Technologies.
* Maya Admin, Cherwell, Stuppy, PuTTY, Google Suite, Citrix Receiver.
* Windows 7, Windows 8, Windows 10, MAC OS.

**Programming Languages**

* Java, Python, C#, Visual Basics, HTML, CSS, JavaScript, SQL, and Processing.
* Ability to solve problems using Data Structures and Algorithms.
* Ability to create User Interfaces.
* Familiar with Mobile development and Physical Computing.

**Personal**

* Culinary Arts, Computer Generated Imagery (CGI), Software Developing for Games. Enjoys Boxing, Basketball, Politics, Economics and Trades.