

Ryan Zander

Programmer & Systems Administrator

4 Touchstone #92
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OBJECTIVE

I am a highly self motivated and adaptable individual with a passion for knowledge. I am looking for a position that utilizes my current skills while granting me the opportunity to learn.

HISTORY

Integra Telecom, Inc. – Portland, OR

Senior Desktop Analyst

August 2006 – July 2009

- Systems admin on various server architectures (Windows 2000/2003/2008, Solaris 2/10, HP-UX 10, Debian GNU/Linux)
- SCCM/SMS admin responsible for building and maintaining software packages and workstation OS deployments
- Site admin for the Desktop Support and Helpdesk SharePoint portals
- Created, administrated and was the primary author of an inter-departmental knowledgebase (Mediawiki)
- Created an asset tracking web application for gathering real asset data (PHP utilizing WMI, AD, SCCM and SEM data)
- Created an application for maintaining user's digital certificates on Windows XP workstations across a WAN (C#)
- Wrote numerous BASH, Perl, Basic, VBScript and PowerShell scripts to automate various basic tasks
- Standardized a web application for allowing/disallowing customer circuit monitoring (PHP accessing Netcool data)
- Trained on the administration and module development of an IBM Tivoli Netcool environment
- Integrated PC hardware, workstation software and overall user workflow from two corporate acquisitions
- Maintained relationships with PC hardware and imaging vendors nationwide
- Performed all job duties of Helpdesk and Desktop Support employees when needed

Intel Corporation – Hillsboro, OR

Validation Technician

November 2005 – July 2006

- Performed validation testing on motherboards (ICH6-ICH9) and CPUs (Prescott-Kentsfield) in numerous configurations
- Tested interoperability of the Viiv platform with approved hardware (eg. media players, DVRs, routers, cameras)
- Modified 3rd party software to utilize unreleased hardware features during testing
- Wrote scripts to repeat tests and limit human interaction
- Provided debugging information when reporting and working through test failures
- Provided feedback on test plans to improve the quality and consistency of data
- Cataloged and organized external hardware and software used in conjunction with testing

Portland Community College – Rock Creek, OR

General Studies

January 2004 – November 2005

- Majority of courses in math, programming and software engineering
- Volunteered at the computer lab's Helpdesk

Computer Technology Corporation – Phoenix, AZ

IT Consultant

February 2003 – January 2004

- Provided on-site IT consulting for half a dozen small businesses in the greater Phoenix and Tucson area
- Maintained business relationships with the clients in my region
- Performed all technology deployments, including data migrations, once a final goal was decided upon
- Trained staff on the usage of new software and equipment
- Provided 24/7 emergency support for the clients in my region

DirectTV Broadband – Beaverton, OR
Tier II Support Technician

April 2001 – February 2003

- Answered escalation calls from first tier technicians concerning dial-up and DSL connectivity
- Worked difficult tickets and established new support procedures when necessary
- Created knowledgebase articles on supporting various web browsers, email/news clients and general Windows 95/98/2000/XP issues
- Graveyard lead responsible for outage notifications, angry customers and quick responses to technical escalations
- Assisted internal IT with afterhours requests for networking, PC or account based problems

Stream International – Beaverton, OR
Support Technician

September 1999 – March 2001

- Answered inbound phone calls on dial-up and DSL connectivity
- Walked users through the basic usage of their Windows or Mac PC in regards to common web, email and news clients
- Explained details on their service plan as well as options to improve savings or performance
- Responded to technical e-mails in regards to a user's service
- Created knowledgebase articles on topical issues
- Assisted management with new hire soft skills and technical training

ADDITIONAL INFO

I have enjoyed **drawing** for as long as I can remember. Over the years I have dabbled with all sorts of mediums ranging from simple pencil and paper to 3D modeling. These days I typically do concept art when I am not working on a specific project.

Growing up my father taught me the basics of **networking** and **systems administration**. Throughout the years I have experimented with all sorts of hardware and software. These days I am interested in automation, virtualization and distributed computing. I currently maintain a quad core GNU/Linux server whose primary responsibilities are source control, file server, web server and DVR. In addition I also maintain a collocated GNU/Linux server that I use as a web server and offsite backup. I am always looking for new ways to improve system stability and performance.

The majority of my free time is now spent **programming**. I began with BASIC in the early 1990s and have since learned VB, Perl, PHP, C, C++, C# and recently Python. For the last few years I have been learning the fundamentals of 3D rendering and am currently working on a space simulator using OpenGL. When I need a break from this I study software engineering techniques or work on my website.

I play a lot of **video games** and have been learning how to play the **bass guitar**. I have also begun studying **astronomy** but have a hard time getting a clear sky for observing.