Ryan Anderson

Skills and Abilities

- Proficient in Active Directory, GPO, DNS, DHCP, IIS, WDS and Print server roles
- Understanding of TCP/IP protocol
- Microsoft Office and Internet applications including Word, Excel, PowerPoint, Access, Internet Explorer and Outlook
- VMWare ESX/vCenter, Dell EMC Storage, Citrix VDI, XenApp, XenDesktop, PowerShell
- Constantly learning new and more efficient technologies

Education

ITT Technical Institute, Nashville, TN   Graduation: June 2011
Bachelor of Applied Science Degree in Data Communication Systems Technology
Cumulative GPA: 3.74

ITT Technical Institute, Nashville, TN   Graduation: June 2009
Associate of Applied Science Degree in Computer Networking System Technology
Graduated with Honors
Cumulative GPA: 3.78

Employment History

IT User Service Desk Supervisor   August 2021 –Present
Loews Hotels & Co - Nashville, TN
- Troubleshooting Loews Hotels Equipment and Virtual/Physical Computers
- Analyze, diagnose and resolve problems on hardware, software, OS, applications and device compatibility
- Remote Desktop Support via LogMeIn
- Supervise The Service Desk Team Members

Systems Administrator   April 2021 – August 2021
BFC Solutions - Nashville, TN
- Provision cell phones via IBM MaaS360 for field techs
- Deploy and manage endpoints for employees - Desktops, Laptops, and peripherals
- Support remote users via Connectwise Automate or Teamviewer
- Support Infrastructure including VMWare ESXi, Exchange, Terminal Servers
- Provision accounts for AD and E-mail

Infrastructure Services Analyst   June 2016 – April 2021
Loews Hotels & Co - Nashville, TN
- Management, Installation and Configuration of Technical Hardware, Software and Infrastructure at the Loews Hotels Primary and Secondary Data Centers and Loews Hotels Properties
- ESX VMWare 5.5-6.5 managed with vSphere, Dell EMC Storage, Citrix XenDesktop, Citrix PVS, Commvault/Rubrik Backups, Active Directory and GPO Management. Windows Server 2008-2016
- Set-up and decommission virtual and physical servers, deployed Commvault back-up solution, SME of SentinelOne anti-virus, deploy application packages via LANDesk, migrate local VDI to IaaS, tested and deployed zero touch Dell Wise clients, resolve escalated tickets from users
- Travel to hotel properties for IT projects, including hotel set-ups, hotel decommissions, and local IT support.
- Participate in 24/7 rotational on-call

IT User Service Desk Jr. Analyst   October 2015 – June 2016
Loews Hotels & Co - Nashville, TN
- Troubleshooting Loews Hotels Equipment and Virtual/Physical Computers
- Analyze, diagnose and resolve problems on hardware, software, OS, applications and device compatibility
- Remote Desktop Support via LogMeIn

Client Technical Support Associate - Tier II   August 2010 – October 2015
Dell, Inc. - Nashville, TN
- Troubleshooting on Boeing Computer Equipment - Tier II
- Resolving issues on Vanderbilt Owned Devices
- Analyze, diagnose and resolve problems on hardware, software, OS, applications and device compatibility
- Solving Outlook/OWA issues that the users are experiencing
- Remote Desktop Support via Dameware\Bomgar\Lync\WebEx
- Troubleshoot Microsoft Windows XP, Windows 7, Office 2003 and 2007
- Installing software remotely
- Support Active Directory and Unix logins

Client Technical Support Associate   April 2010 – August 2010
APEX Systems Inc. - Nashville, TN
- Login Troubleshooting on the U.S. Army's Website
- Troubleshooting Common Access Card (CAC) registrations and logins to website
- Installing DoD Certificates on end user's computers
- Solving webmail issues that the users are experiencing
- Properly escalating tickets to next tier level