

Ryan C Shoemaker

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OBJECTIVE

IT Systems Manager / Engineer / Consultant

Having gained mastery in the support and design of small & medium business IT infrastructure, as well as having experience with municipal and federal agencies, I'm looking for an environment in which I can grow. I've been working for a great company for over 8 years now and now spent half of my entire career with that company. During my career I've gone from a desktop technician to learning the core fundamentals of the I.T. world as a whole and am awed by how everything works together. I eagerly watch how the industry evolves with almost limitless potential, and I want to see myself evolve with it. I've learned that the work itself is only a small portion of the equation to a fulfilling career. I am seeking the right team to work with just as much as I am seeking the right job.

PROFILE

Skills and experience:

- **Technical Leadership:** Successfully lead a team of IT support engineers, providing guidance, mentorship, and performance evaluations to ensure high-quality service delivery.
- **Project Management:** Managed multiple IT projects simultaneously, from planning and execution to completion, ensuring projects are delivered on time and within budget.
- **Client Relations:** Developed and maintained strong relationships with a diverse range of clients, understanding their unique needs and providing tailored IT solutions.
- **Problem Solving:** Expert in diagnosing and resolving complex technical issues, minimizing downtime and ensuring seamless operations for clients.
- **System Administration:** Proficient in managing and maintaining Windows and Linux servers, including installation, configuration, and troubleshooting.
- **Network Management:** Skilled in designing, implementing, and managing network infrastructure, including routers, switches, firewalls, and VPNs.
- **Cybersecurity:** Implemented robust security measures to protect client data, including firewalls, antivirus software, and intrusion detection systems. MFA everything!
- **Cloud Services:** Experienced in deploying and managing cloud services such as AWS, Azure, optimizing performance and cost-efficiency.
- **Automation and Scripting:** Utilized scripting languages (e.g., PowerShell) to automate routine tasks, improving efficiency and reducing human error. I don't know why, but this is my favorite thing to do.
- **Documentation and Reporting:** Created comprehensive documentation and reports for clients and internal teams, ensuring clear communication and knowledge sharing.
- **Vendor Management:** Coordinated with third-party vendors to procure hardware, software, and services, ensuring the best value and quality for clients.
- **Training and Development:** Conducted training sessions for team members and clients, enhancing their technical skills and knowledge.

CERTIFICATIONS



WORK EXPERIENCE

Ambitions Consulting Group

July 2016 – Present

Started out as I.T. Support Engineer,

- Support a wide range of clients, like law offices, local municipalities, and federal agencies.
- Scripted & automated majority of repetitive work, including server reboots and maintenance checks.
- Provided support remotely and in person.
- Became top contributor of documentation bypassing the founders.
- Modularize computer provisioning process, automated 99% of the process while maintaining customizations for clients.
- Created GitHub repo for version tracking and ease of importing powershell functions in any environment. (<https://github.com/AmbitionsTechnologyGroup/ATG-PS-Functions/>)

Promoted to Director of Innovation (Really!)

- Became the technical lead of the I.T. Support Group.
- Primary technical trainer.
- Primary escalation resource around the clock for the team.
- Primary infrastructure designer.
- Primary project implementor.
- Responsible for interviewing new personnel.
- Work hand in hand with the I.T. Service Desk Manager as we make an awesome team!
- Developed new clients (I am NOT a salesman, but I love what I do and can't help offering services when I find someone who could use them).
- Designed organizational and workflow changes that improve the efficiency of the business.

State of New Mexico, Children, Youth & Families Dept.

March 2013 – July 2016

Under contract via Acro Services and Volt Technical Resources

- Started out as helpdesk support, promoted to endpoint management
- Developing universal Windows images for cross platform support
- Automating labor-intensive processes through intelligent scripting.
- Providing application, hardware, and network support to over 2,000 employees across 40+ offices
Mentoring and training of new employees
- Research and development of new procedures, initiatives, and solutions
- Providing “last stop” customer support, maintaining possession of issues until they are resolved without escalating to anyone else. Go teamwork!

U.S. Army Corps of Engineers

August 2011 – February 2013

Service Desk Technician - Under contract via Lockheed Martin

- Provides application, hardware, and network support to over 500 employees across 3 states in support of Lockheed Martin's contract to provide exemplary IT support to the Army Corps of Engineers
- Streamlined and optimized computer deployment procedures to save the company thousands of dollars in man hours

Zettabyte Systems

August 2010 – Current

Founder of Zettabyte Systems

- I am the sole employee and do business as Zettabyte Systems as required
- Businesses and computer owners alike enlist my help
- Great source of experience in handling the out of the ordinary and many customers are repeat customers

NM TeamWorks

September 2010 – June 2011

IT Systems Manager

- Responsible for needs of the entire organization as the sole IT systems personnel
- Manage all aspects of the IT infrastructure from the domain to deploying Windows 7

Computer Skills Instructor

- Taught a class average 10 – 15 students for 3 hours a day, 4 days a week
- Responsible for instructing staff in all requested programs skills

NM Commission on the Status of Women

September 2010 – June 2011

IT Systems Manager

- On call 24/7 as the sole IT systems personnel responding to any helpdesk request
- Remote in to perform maintenance on their systems

U.S. Air Force

December 2009 – September 2010

IT Systems Manager

Server and End User support of AHLTA and CHCS

Worked at Kirtland Air Force Clinic and Holloman Air Force Base Medical Clinic

Used an in-house ticket system as well as Active Directory

2Wire / AT&T

March 2009 – August 2009

Provided helpdesk/phone support for AT&T's DSL modem customers

Support included setting up, troubleshooting, and creating trouble tickets for home internet connections Support also included advanced configurations such as port forwarding, designating static IP addresses, setting up sub-nets, and configuring the home portal for bridge mode

Wells Fargo *Fall 2008 Under contract via CompuCom*

Replaced/Reimaged several hundred computers at several Wells Fargo Bank branches

HIGHER EDUCATION

Unitek College, Fremont, CA

2008

Obtained:

- CompTIA A+ Certification
- CompTIA Security+ Certification

Western Governors University, Salt Lake City, UT

2019 - 2021

Obtained:

- CompTIA Network+ Certification
- CompTIA Secure Infrastructure Specialist – CSIS Certification
- CompTIA IT Operations Specialist – CIOS