# RYAN SIMPSON

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# TO HELP OTHERS WITH TECHNOLOGY AND

**EXPAND MY PRACTICAL KNOWLEDGE AND EXPERIENCE.**

I am a well-rounded technologist with exceptional communication skills building on 25 years of experience in Desktop Support and Technical Customer Service.

My background is in IT Enterprise settings as well as Independent Consulting for smaller businesses. This includes Call Center/Help Desk Agent experience, Technical Service and Support for corporate users, retail and private business environments. I truly enjoy helping people with technology.

If you think my skill set might be a good fit for your team, then I look forward to speaking with you soon.

# WORK SKILLS

High aptitude for personal and mobile technology and troubleshooting.

Enjoy contributing to a team effort and a pleasant work environment.

Quickly prioritize workloads to meet changing deadlines.

High level of creative energy combined with strong eye for detail.

Good work ethic and willing to learn new skills for project needs.

Self-motivated and committed to delivering top quality service.

**TECHNICAL SKILLS**

Strong foundation of PC, Apple and Mobile Hardware and Software.

Experienced with Remedy, Connect-Wise and Service Now ticketing systems.

Supported Ricoh, Canon, Xerox, Lexmark, HP, ID Magi-Card printers/copiers.

Experience using SCCM, VMWare Horizon and Mirage VM deployment.

Skilled interest in pc builds, digital audio, graphic design, and publishing. Familiarity with installing and troubleshooting:

MS Windows XP, 7-10, Apple OSX, IOS and Android mobile OS,

MS Office suites 2007–2021, Teams, Zoom, WebEx, Power BI,

Project, Visio, Access, Exchange, Active Directory, Tanium,

Kaspersky Security Center and Endpoint Security 11.4, DUO

AutoCAD 2017-2022, Tekla 2016-2020, Unity, BricsCAD,

Blue Beam 2016-2022, Snagit, Citrix Workspace,

Malwarebytes, ISONAS Door Security, Cisco Prime,

Adobe Pro, CutePDF Writer, Navis Works Freedom,

Photo-Shop CS6,

# RECENT WORK EXPERIENCE

**Tier 2 Service Desk Technician**

**Sherritt International –** Fort Saskatchewan, AB

Aug 2023 to present.

Provide onsite technical support in an Enterprise environment for all branches of Sherritt Intl.

Upgrade, setup and deploy Windows 10 desktops, laptops, MS Surfaces, and IOS iPhones.

Install and troubleshoot scanners, printers, and MFP copiers.

Administrate AD accounts and permission groups, Office 365 for Sherritt user base.

**Tier 2 Support Technician**

**Vass IT Professionals -** Edmonton, AB

Jan 2020 to March 2023

Provide support for technical requests in a SMB/Corporate environment for the internal business clients of Vass IT: Derrick Dodge, Town and County of Barrhead, LSI inc., Trail Tire.

Upgrade, setup and deploy Windows 10 hardware desktops, laptops and smart phones, printers/copiers for all client users Training and support for new applications like RingCentral.

Travel to client sites for project support and maintenance.

Administrate AD, Exchange, and Office 365 for Vass IT Pro clients.

**Desktop Support Analyst**

**VIA Computer Upgraders/AHS - InSight -** Edmonton, AB

Nov 2019 to Dec 2019

Windows 10 hardware deployments in a Corporate Enterprise environment for AHS.

Travel to site and deploy daily list for AHS offices quickly and accurately.

Process, re-assign and escalate failed deployments when necessary.

Upgrade recycled pcs to Windows 10 and transfer user profiles via migration process.

**Desktop Support Analyst**

**VIA Computer Upgraders/Long View Systems @ NWR -** Gibbons, AB

Oct 2019 to Nov 2019

Travel to NWR site and support service requests in a Corporate Enterprise environment for corporate PC users.

Address daily service queue tickets plus walk-in/urgent issues quickly and accurately.

Process, re-assign and escalate service request tickets when necessary.

Provide support to deploy new Windows 10 desktops and laptops for NWR site wide.

**Help Desk Support Analyst**

**Supreme Group LLP -** Edmonton, AB

Aug 2017 to Aug 2019

First line of support for technical requests in a Corporate Enterprise environment and Internal Business clients of the Supreme Steel group.

Support users through phone, email, and service tickets plus walk-in/urgent service agreements.

Setup and deploy new desktops, laptops and smart phones, printers/copiers.

QA Lead for Help Desk Connect-Wise ticket que and escalate tickets out of scope.

Inter-city pickup/delivery of corporate assets as well as onsite support of local offices.

Technical and Hardware support for projects at local sites and client corporate office.

# RECENT WORK EXPERIENCE CONTINUED

**Technology Support Desk Analyst**

**Grant MacEwan University -** Edmonton, AB

Aug 2016 to Apr 2017

Initial point of contact for support desk requests in an Educational Institute environment.

Address walk-in/urgent issues for faculty, staff, and student body users.

Process, re-assign and escalate service request tickets when necessary.

Assure IT equipment for Technology Support and Print Center are maintained and functional.

Open/close the Technology support area for weekly scheduled hours, backup AV support. Training in ITIL service model and management.

**Business Support Technologist**

**Sobeys Canada West -** Edmonton, AB

Aug 2014 to April 2016

Technical Support for Tier 2 service requests from service queue in an Enterprise environment.

Monitor and manage IMAC service requests for desktop, laptop and smartphone assets.

Improved deployment times by 15% by streamlining the process and methods.

Deploy new desktops/laptops and upgrades- Met target of 360 deployments/6months.

Deploy upgrades for Win7 rollout - Met target of 480 upgrades/6mo.

# FURTHER WORK EXPERIENCE

**Indigo-Tech Rep** Sep2013 – Apr 2014

Indigo West -Edmonton, AB

**Sales Rep/ Repair Tech** Oct2011 to Sep 2013

Long & McQuade Music - Edmonton,

**Support Desk Rep** May2008 to Aug 2010

Stantec Ltd - Edmonton, AB

**Technical Support Rep** Jan2007 to Oct 2007

DELL Canada - Edmonton, AB

**Depot PC Technician** Oct2006 to Jan 2007

MDG Canada - Edmonton, AB

**Senior Technician** Mar2001 to Oct 2006

CompuSmart - Edmonton, AB

# EDUCATION

**Studying for 2024 CompTIA A+**, **Cybrary**

at<https://www.cybrary.it/>

**Digital Audio Production**, **Pixel Blue College**

Edmonton, AB, February 2011 to August 2011

**PC Technician I, II,** **The Fourth R**

Lethbridge, AB, November 1999 to March 2000

**Electronics Tech Core I, II, III** **Lethbridge Community College**

Lethbridge, AB, January 1998 to April 1998