

## **RYAN SIMPSON**

**780 497 9993, Edmonton AB**

**ryansimpson@live.ca.**

<http://ryansimpson.yolasite.com>

### **TO HELP OTHERS WITH TECHNOLOGY AND EXPAND MY PRACTICAL KNOWLEDGE AND EXPERIENCE.**

I am a well-rounded technologist with exceptional communication skills building on 27 years of experience in technical desktop support and customer service.

My experience ranges from IT Enterprise environments to independent consulting for smaller businesses including Call Center/Help Desk Agent experience, Tier2/3 Technical Services for corporate users, as well as Technical Support for retail environments.

### **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.

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.

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

Experience using SCCM, Azure and Mirage VM management and deployment.

Skilled interest in pc builds, AV, digital audio, graphic design, and publishing.

Familiarity with installing and troubleshooting:

MS Windows XP-11, Apple OSX, IOS and Android mobile OS,  
MS Office suites 2007–2024, O365 Enterprise, Project, Visio, Access,  
Exchange Admin, Active Directory, Tanium, DUO, Remote Server,  
Teams, Zoom, WebEx, Checkpoint VPN, FTP, OneDrive,  
Kaspersky Security Center, Harmony Security Enterprise,  
AutoCAD 2017-2024, BricsCAD 2023, MathCAD, DWG View,  
Blue Beam 2016-2024, Adobe Acrobat Pro, Citrix Workspace,  
Malwarebytes, ISONAS Door Security, Cisco Prime, Power BI,  
Photo-Shop CS, Bell Mobile Device Admin, Ericom,  
Teams Room AV, Teams Townhall,

## RECENT WORK EXPERIENCE

### **Tier 2/3 Service Desk Technician**

#### **Sherritt International – Fort Saskatchewan, AB**

Aug 2023 to Aug 2025.

- Provide onsite and remote technical support for all branches of Sherritt Intl.
- Provide VIP support for Sherritt HQ CEOs, Finance Management and Security.
- Upgrade, setup and deploy Windows 10 desktops, laptops, MS Surfaces, and IOS iPhones.
- Provide software installation and troubleshoot service for 40+ applications for all departments.
- Maintain files and update documentation for the Software Library for Tanium deployments.
- Install and troubleshoot scanners, printers, and MFP copiers for Fort Saskatchewan site.
- Administrate AD accounts and permission groups, Office 365 for all Sherritt user base.
- Setup and produce Microsoft TEAMS Townhall events live and recorded.

### **Tier 2 Support Technician**

#### **Vass IT Professional Services - 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**

#### **@Computer Upgrading Specialists/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**

#### **@Computer Upgrading Specialists/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 for 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.
- 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.

## EDUCATION

Studying for 2026 CompTIA A+, **Cybrary**

<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