

# Ryan Anderson

235 S Downs Cir • Goodlettsville, TN 37072 • (615) 339-4238 • [rylee0219@gmail.com](mailto:rylee0219@gmail.com)

---

## **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**

**Systems Administrator** April 2021 – Present  
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 &amp; 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