

Ryan Rucker
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OBJECTIVE

Opportunity to apply my technology support and training skills, as well as, leadership skills, to

PROFILE

- Familiar with Microsoft Windows XP, Vista, and Mac OS Leopard
 - Experience using versions 2003 and 2007 of Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Access, Microsoft FrontPage, and Microsoft Expression Web
 - Knowledge of Blackboard and installing and supporting Moodle
 - Familiar with HTML, XHTML, CSS, ASP.NET, and Visual Basic.NET
 - Experience using Camtasia, Jing, and Adobe Breeze/Connect, Flash, Photoshop, Dreamweaver, and Fireworks
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EMPLOYMENT

University Technology Services, Columbia, SC December 2008-Present

Desktop Support Technician/Information Resource Consultant I

- Provide remote and on-site desktop support for all faculty/staff at USC.
- Replace computer hardware, install various peripheral devices, and other types of computer equipment.
- Re-image computers and test the latest versions of software.

Lexington Mortgage Center, Lexington, SC

May 2005-Present

IT & Training Director

- Provide remote and on-call support for users.
- Provide training and documentation for various loan processing software used by the corporation.
- Worked one-on-one with various users to help train on using computer concepts.

University Technology Services, Columbia, SC

January 2008-November 2008

iCare Technician

- Provided assistance for USC staff and students to access the USC network.
- Removed viruses, spyware, and other threats from student and staff computers.
- Provided technical assistance via the USC Help Desk and on-call Desktop support.

USC Housing Information Technologies, Columbia, SC

May 2007-August 2007

Computer Technician Intern

- Tasks included maintaining and repairing computers.
- Provided phone technical support for Housing Staff members.
- Gained excellent experience in system operations and various types of hardware and software.

Ryan's IT Services, Lexington, SC

February 2001-Present

Founder and Owner

- Administer and create websites, networks, and support for my clients.
- Make sure my clients are satisfied with the services my staff provides.

EDUCATION

University of South Carolina-Aiken, Aiken, SC

January 2008-December 2009

Masters of Education

Major: Educational Technology

University of South Carolina, Columbia, SC

August 2004-December 2007

Bachelor of Science

Major: Technology Support and Training Management

REFERENCES

By request