Ryan McCallum

IT Professional with experienced technical knowledge and IT background seeking to further career in the fields of Cloud Computing and Information Technology.

Address Line 1
Address Line 2
Phone Number
github.com/rjmccallumbigl
RyanJonathanMcCallum@gmail.com
linkedin.com/in/RyanJonathanMcCallum

RELEVANT EXPERIENCE

Microsoft — Charlotte, NC
Azure VM Technical Advisor — May 2022 - Present

Support a team of Support Engineers in their development of technical capabilities and customer management skills. Mentor colleagues on case management, soft skills, and complex scenarios via case reviews and escalations to encourage resolution and improve processes. Contribute to projects, readiness, troubleshooting guides, and automated solutions development as necessary. Work with Team Managers, Senior TAs, Product Managers, Product Group, and other stakeholders as necessary to assist with supportability and process improvement.

Microsoft — Charlotte, NC
Azure VM Support Engineer — Dec 2019 - May 2022

Supported enterprise customers, partners, and other companies using Microsoft Azure Virtual Machines and related technologies via phone and web. Utilized skill in Windows and Linux system administration, virtualization, scripting, and understanding of RDP/SSH to resolve connectivity issues. Scoped customer issues during investigations, researched mitigations and involved other Microsoft Azure support teams as necessary for consultation and collaboration. Used project management skills while working internally as customer advocate to schedule meetings, conduct troubleshooting sessions, and escalate to management or engineering accordingly. Maintained high customer satisfaction by setting the right expectations and fulfilling my commitments while adhering to official policies. Documented technical work and research performed for each case in a detailed and comprehensive manner.

UNC Charlotte — Charlotte, NC
Academic Technologies Developer — May 2019 - Nov 2019

Assisted in the development and testing of web application solutions for the College of Liberal Arts & Sciences including plugins, themes, and templates for WordPress. Researched and documented programming solutions as applicable. Provided direct technical support to assist end users in analyzing their problems, workflows, and processes. Developed scripts for cloud-based productivity applications such as Google Sheets and Google Drive. Managed git repositories and documentation for all programming projects.

SKILLS

Troubleshooting	PowerShell
Technical Support	Google Apps Script
Debugging	Microsoft Office
Professional Communication	Windows
Technical Writing	Linux
Vocational Demeanor	Virtual Machines
Google Suite	Cloud Computing

EDUCATION

NC A&T State University
Greensboro, NC
M.S., Information Technology
Aug 2015 - May 2017   3.95 GPA

UNC Pembroke
Pembroke, NC
B.S., Information Technology
Aug 2011 - Dec 2013   3.63 GPA

CERTIFICATIONS

AZ-900 **Azure Fundamentals** Jan 2020
L-200 **Azure Virtual Machines** Feb 2020

RELATED EXPERIENCE (2010-2019)

Technology Support Analyst
UNC Charlotte, Charlotte, NC
Dec 2017 - May 2019

Technology Support Technician
UNC Charlotte, Charlotte, NC
Sept 2014 - Dec 2017

Computer Lab & Classroom Technician
UNC Pembroke, Pembroke, NC
Feb 2012 - Sept 2014

Contract Computer Technician
Go2IT, Maxton, NC & Sanford, NC
July 2014 - Aug 2014

Computer Lab Technician
NC A&T State University, Greensboro, NC
Aug 2010 - May 2011