

Ryan McCallum

IT Professional with experienced technical knowledge seeking to further career in the field of Cloud Computing.

RELEVANT EXPERIENCE

Microsoft Charlotte, NC
Azure VM Senior Technical Advisor July 2024 - Present
Azure VM Technical Advisor May 2022 - July 2024

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.

Volunteering

NMDP (Be the Match) Charlotte, NC
Donor/Advocate Dec 2016 - Present

Donated stem cells to a patient in need of a transplant. Participated in community outreach events for CLT South End, CLT Pride 2023 & 2024 NCATSU, UNC Asheville, and more as available to spread awareness. Discussed experiences during Microsoft team meetings for various teams where I spoke on the process to encourage signups and donations. Coordinated Microsoft campus volunteer event where colleagues assembled swab kits for new donors.

Address Line 1

Address Line 2

Phone Number

[GitHub.com/RjmcCallumBigL](https://github.com/RjmcCallumBigL)

RyanJonathanMcCallum@gmail.com

[LinkedIn.com/in/RyanJonathanMcCallum](https://www.linkedin.com/in/RyanJonathanMcCallum)

SKILLS

Troubleshooting	Scripting
Technical Support	Office Suite
Debugging	Windows
Professional Communication	Linux
Technical Writing	Virtual Machines
Vocational Demeanor	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
AZ-104	Azure Administrator	May 2023
AI-900	Azure AI Fundamentals	Mar 2024

RELATED EXPERIENCE

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