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CERTIFICATION

ITIL Foundation
CompTIA A+, Linux+
VCA – VMWare Certified Associate in Data Center Virtualization

SKILLS

Server maintenance and provisioning using VMware Virtualization
VoIP telephony system
Basic network troubleshooting
Microsoft and Linux operating systems
Remedy and ServiceNow helpdesk ticketing systems

WORK EXPERIENCE

Service Desk Analyst

June 2016 – Present
CompuCom Canada

- Expert in providing technical support and providing first call resolution to 1200+ Shell Retail locations across Canada – from simple computer issues (password reset) to complex issues.
- Triage software, hardware and network issues by providing clear to understand instructions.
- Create and update Knowledge Base articles for solutions to new issues.
- Perform knowledge transfer and impromptu training to co-workers.
- Escalate and engage different vendors and support groups when needed.

Achievement:

- Performed after-hours software deployment upgrade on 1200+ Shell Retail locations.

Operation System Administrator 3

Nov 2007 – June 2015
Wells Fargo Enterprise Global Services

- Infrastructure support for Wells Fargo Enterprise Global Services managing, monitoring and improving the performance of 600+ DELL enterprise servers running VMWare ESXi.
- Improved patching process by planning, creating and executing accurate Change Requests.
- Increased performance by migrating server farms from NetApp to Hitachi Data Systems.
- Delivered projects and maintenance activities on a tight deadline by working closely with different technical teams and providing timely updates to the leadership teams.

Achievement:

- 100% compliance by successful planning and executing maintenance activities.

PC / LAN Analyst 4

Nov 2007 – Feb 2013

Wells Fargo Enterprise Global Services

- Supported 800+ end-users, thin clients, laptops, network printers, and mobile devices.
- Assisted users in performing password resets and account unlocks using customer-initiated password reset services.
- Performed imaging, patching and software deployment for new desktop and laptop builds.
- Maintained inventory of all IT equipment – desktops, laptops, IP phones, servers and switches.
- Notified and worked with different business units regarding UATs, outages and maintenance activities.
- Documented issues using Remedy helpdesk ticketing system.
- Coordinated and worked with 3rd party vendors for hardware replacements.
- Escalated to different support groups when needed.

Achievements:

- Tech refresh project. Replaced 800+ desktops with thin clients.
- OS migration project. Migrated 800+ users from Windows XP to Windows 7.
- Data encryption project. Performed full disk encryption on laptops.

EDUCATION

BS Computer Engineering (WES Canadian equivalency of 3years Diploma)