

# Timothy Ryer

## Software Engineer

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Drexel University GPA 3.55  
B.S. Software Engineering  
Minor in Japanese GPA 3.66  
Anticipated Grad June 2024

## Skills

### Methodologies:

- Test Driven Development
- Kanban
- Agile

### Languages & Tools:

- Java
- C#
- Powershell
- Python
- MySQL, SQLite, and PostgreSQL
- Bash
- ServiceNow

### Frameworks:

- UML
- JUnit
- Django

### Operating Systems:

- Windows Desktop
- Windows Server
- Linux

## Coursework

### Graduate:

- Agile Software Development Process

### Undergraduate:

- Software Architecture
- Software Verification and Validation
- Human Centered Design Processes and Methods
- Data Structures

Test-Driven software developer with 5+ years of experience in troubleshooting computer issues and software bugs. Seeking opportunities to leverage project management, troubleshooting, and debugging skill sets in a software development capacity.

## Experience

### Automation Engineer (I.A., Berkley Tech Services) March 2022 - Present

- Improve workflows on the Service Now platform.
- Integrate Azure REST calls with catalog items and workflows of my own design.
- Collaborate heavily with many other department's teams in an agile manner.
- Translate business logic into real working catalog items.
- Design workflow logic for complex tasks and problem solving such as Kubernetes pod restarts and NetScaler requests.
- Learn new tools and skills to bring on prem infrastructure into the cloud.
- Create detailed documentation of work done to be used for later reference and change requests.

### Desktop Technician (Drexel IT, Drexel University) May 2021 - March 2022

- Developed scripts for improving and automating tasks that take time to manually debug.
- Engineered refinements for procedures by implementing new scripts and relevant documentation.
- Overseen project for the mass removal of Windows 7 machine by upgrading or decommissioning them.
- Updated computer management database system for every computer worked on or found in the building.
- Imaged new and old computers with latest version of Windows 10 Enterprise.
- Scheduled part time staff schedule for consecutive quarters.
- Diagnosed hardware and software failures on university owned machines.
- Answered help desk phone calls from university faculty, staff, and students.
- Remote connected and diagnosed issues on computers.
- Reset passwords and help users get back into their accounts.

### Freelance IT Consultant (Self Employed) October 2017 - May 2021

- Diagnose and troubleshoot any technical problems at client's location.
- Remove malicious programs from client computers.
- Upgrade and replace faulty hardware components.
- Provide assistance with using Microsoft Office products like Word, Outlook, Excel, and Access.
- Securely dispose of hard drives using two pass wiping protocols.
- Update clients' Squarespace websites.

## Community Service

### President (TechServ, Drexel University) June 2021 - Present

### Vice President (TechServ, Drexel University) July 2020 - June 2021

### Event Coordinator (TechServ, Drexel University) November 2019 - June 2020

- Direct repair procedures and assign tasks to people.
- Manage the email and online services.
- Coordinate organization events such as community computer repair service.
- Direct students completing their Drexel service shifts.
- Repair community member's devices and remove miscellaneous malware.
- Implement website automations for administrative tasks.
- Refurbish old desktop and laptop computers in order to donate them to organization around Philadelphia in need of technology.
- Setup and maintain network infrastructure to securely erase donated hard drives and install a customized version of Linux.