

Contact

+1-647-8128799 (Home)
ryanrudolf@outlook.com

www.linkedin.com/in/ryanrudolfoba
(LinkedIn)
ryanrudolfoba.com (Personal)

Top Skills

Red Hat Linux Administration
VMware ESXi
ServiceNow Ticketing System

Languages

English (Full Professional)

Certifications

VMware Certified Associate - Data
Center Virtualization
Red Hat Certified System
Administrator (RHCSA)
Comptia A+
ITIL Foundation Certificate in IT
Service Management

Honors-Awards

Employee of the Month - May2017
Employee of the Month - Dec2017
Employee of the Month - Apr2018

Ryan Rudolf Oba

ITIL, RHCSA, A+ || ryanrudolfoba.com
Mississauga, Ontario, Canada

Summary

Curious IT Professional in the financial and petroleum industry with several years of hands-on experience using VMWare ESXi, Red Hat Linux, CentOS, and Windows Server 2008/2012.

Personal project:

Virtualized homelab environment using bare-metal hypervisor VMware ESXi and CentOS virtual machines providing infrastructure services - FTP, HTTP, HTTPS, DNS and VoIP.

Experience

CompuCom

Service Desk Analyst
June 2016 - Present

Mississauga, Ontario, Canada

- Increased the sales and productivity of 1200+ Shell Retail locations across Canada by providing solutions to end-user issues ranging from simple to complex technical problems.
- Hybrid analyst specializing in troubleshooting Point of Sales (POS), Fuel Controller, Fuel Pumps, Network Devices, Windows 7 desktops, and email requests from LOB.
- Triage software and hardware issues, and escalate to the correct support matrix as needed.
- Propose technical documentation as needed.
- Collaborate by mentoring, training, shadowing and assisting team members.

Achievements:

- Smooth transition to Airmiles Cash System by performing after-hours software deployment on 1200+ Shell Retail locations and working closely with project management team.
- Employee of the Month for May 2017.
- Employee of the Month for December 2017.
- Employee of the Month for April 2018.

St. Francis Xavier
Volunteer - IT Support Staff
November 2018 - Present
Mississauga, Ontario, Canada

Provide break-fix support, assist end-users with their technical issues, and propose / recommend options for their short-term and long-term needs in IT.

Wells Fargo Enterprise Global Services
7 years 8 months

Operation System Administrator 3
February 2013 - June 2015 (2 years 5 months)
Philippines

- Improved the performance and maximized server resource utilization of the VMware ESXi infrastructure environment consisting of 600+ Dell servers.
- Streamlined the patching process by creating accurate Change Requests.
- Decommission end-of-life servers .
- Triage major outages impacting overall performance of the infrastructure.
- Updated knowledge base and documentations using Sharepoint system.

Achievements:

- 100% compliance by successful planning and execution of activities.

PC / LAN Analyst 4
November 2007 - February 2013 (5 years 4 months)
Philippines

- Supported 800+ users, thin clients, laptops, printers, and mobile devices.
- Performed imaging, patching and software deployment.
- Asset management of all IT equipment.
- Setup and configure audio and video conferencing systems.
- Documented issues using BMC 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.