

Ryan W. Bobb

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IT LEAD/ MICROSOFT ADMINISTRATOR

Results oriented and self-motivating IT professional with over 17 years of experience in Sales, Operations, Administrative, and Customer Service and over 11 years of IT experience. Excels as a collaborative team player while highly capable of working independently with little or no supervision. Resourceful, creative, and detail-oriented with excellent planning, organizational and analytical problem-solving skills. Efficient written and oral communication skills in English and some Spanish. Highly proficient in Microsoft Azure/365/Office products and hands-on experience in software installation, upgrades, patching, and configuration, and the assembly and repair of a variety of hardware.

PROFESSIONAL EXPERIENCE

EGlobalTech

09/2017 to Present

Application Administrator II – Tetra Tech Project IT Support (05/2020 -Present)

- Perform Office 365 administrative duties for all Tetra Tech organizational units
- Create and develop custom automation flows for all Tetra Tech organizational units
- Create and develop custom apps for all Tetra Tech organizational units
- Perform SharePoint site / external drive migrations
- Assigned multiple roles to assist in completing tier 3 help desk tickets and daily duties
 - Exchange Administrator
 - Power Suite Administrator
 - SharePoint Administrator
 - Teams Administrator
 - License Administrator
 - Groups Administrator
 - Stream Administrator
 - Security Administrator

IT Lead – Internal IT (07/2018 – Present)

- Support integration efforts with Tetra Tech
- Develop and maintain automation flows for business processes utilizing the MS 365 Power Platform
- Perform administrative and developmental task within EGT SharePoint utilizing 3rd party tool, ShortPoint
- Procured, managed, and developed Comodo ITSM suite for internal use
- Performed administrative duties in Azure for EGT tenant
- Managed three different corporate locations
- Provide up to tier 3 support for all internal and contractual employees
- Troubleshoot all hardware (mobile, desktops, laptops, printers, projectors, and phones)
- Create and manage service request tickets within SharePoint
- Heavy administrative work in MS Office 365 (Exchange, OneDrive, Teams, SharePoint)
- Manage all hardware and maintain accurate inventory

IT Specialist – Internal IT (12/2017 – 07/2018)

- Procured, managed, and developed Comodo ITSM suite for internal use
- Performed administrative duties in Azure for EGT tenant
- Managed three different corporate locations
- Provide up to tier 3 support for all internal and contractual employees
- Troubleshoot all hardware (mobile, desktops, laptops, printers, projectors, and phones)
- Create and manage service request tickets within SharePoint
- Light administrative work in MS Office 365
- Manage all hardware and maintain accurate inventory

IT Helpdesk Technician – Internal IT (09/2017 – 12/2017)

- Provide up to tier 3 support for all internal and contractual employees
- Troubleshoot all hardware (mobile, desktops, laptops, printers, projectors, and phones)
- Create and manage service request tickets within SharePoint
- Light administrative work in MS Office 365
- Manage all hardware and maintain accurate inventory

Chenega Corporation

04/2015 to 09/2017

Diplomatic Security, Security Technology Assistance Center (DS STAC) – Department of State

- Provide support for day-to-day as well as long-range program planning and processes
- Research and document innovative approaches to interpret, integrate, and disseminate large volumes of information through an effective understanding of program requirements
- Provide Tier 1 support in response to CONUS and OCONUS customers, input information into the Computerized Maintenance Management, System (CMMS) data base and update and/or modify information as required
- Provide OCONUS Tier 2 support to technical and program management in the direction, preparation, and coordination of security technical repairs worldwide
- Ensure proper protection, entry, and dissemination of classified information
- Participate in special projects as required
- Interact regularly with customers and other industry representatives, to ensure that customer needs, and requirements are being met

Digital Management Inc. (DMI)

12/2012 to 03/2014

PC Specialist (6/2013 to 03/2014) – Department of Defense

- Participates in software installations and upgrades to operating systems and layered software packages
- Performs imaging of more than 80 computers each day; transferring data files; installing new computers; configure peripherals and perform final testing to ensure the customer is satisfied.
- Performs large OS upgrades
- Works under supervision within established parameters, but independent judgment used
- Utilizes SCCM and AD for imaging large volumes of IT equipment
- Setup and configured switches (Ethernet and Fiber) with no prior knowledge or assistance by utilizing internet.

Helpdesk Specialist (12/2012 to 6/2013) – Department of State

- Answered Help Desk phones and provided Tier I support to users on issues ranging from password reset, email, MS Office applications, specific Department of State applications and a variety of other issues.
- Responded desk side and via phone to telephone calls, email, and personnel requests for technical support
- Logged and prioritized calls and provide reports as required on Service Level Agreements (SLAs)

- Documented, tracked, and monitored the problem through complete lifecycle to ensure timely and complete resolution
- Analyzed, evaluated, and tested software and hardware problems per SOPs
- Handled heavy call volume to stay within SLA
- Experience in troubleshooting and utilization of Windows Operating Systems
- Excellent interpersonal skills, focusing on the ability to listen to the customer over the phone and understand what is being described
- Hands-on experience utilizing the Remedy ticketing system in creating, updating and closing tickets

CLEARANCES

Active: DoD Top Secret (11/2019 – Present)
 Inactive: Dept of State Secret (12/2012 – 12/2019)

EDUCATION

Hayfield Secondary School	2002-2005
Fairfax County Public Schools	2010

CERTIFICATIONS

Help Desk Institute (HDI) Certification	02/2018
Microsoft Azure Fundamentals	05/2019
Microsoft 365 Fundamentals	06/2022 (Studying)
Microsoft Power Platform Fundamentals	04/2022 (Studying)

AWARDS

Sonya Jain Citizenship Award	02/2020
Corporate Appreciation	02/2019
Digital Excellence (DMI)	01/2014