125 Vaquero Ln 72
El Paso TX
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(972) 345-4222
Ryan@rbussey.com

Ryan Bussey - Computer Engineer

SKILLS

Access Points, Active Directory, Android, Artificial Intelligence, Cable, Computer Engineering, Computer Science, Customer Service, Debugging, Desktop Support, Digital, Documentation, Electrical Engineering, Electricity, Hardware, Help Desk Support, Helping People, Hosting Services, Information Technology, IOS, LDAP, Linux, Macintosh, Macintosh OS, Mobile Device, Outlook, SCCM, TCP IP, Technical, Telephony, ServiceNow ITSM, ServiceNow Development

EXPERIENCE

University of Texas at El Paso Technology Support, El Paso TX — *Enterprise Desktop Management Specialist*

May 2025 - Present

- Administer and maintain enterprise-level endpoint management systems, including JAMF Pro for macOS and iOS devices and Microsoft Intune for Windows and mobile platforms.
- Develop ServiceNow UI Actions, catalog items, and automated workflows to streamline IT service delivery, incident resolution, and approval processes.
- Develop and deploy custom device configurations, compliance policies, and application packages to ensure security and standardization across the university environment.
- Create, test, and manage automated deployment scripts and policies for software distribution, OS imaging, and system updates.
- Design and implement macOS deployment workflows, including automated enrollment, security baselines, and user experience customization.
- Leverage Microsoft Intune to provision and manage Teams telephony devices, Android endpoints, and Windows laptops with zero-touch deployment.
- Provide tier-3 escalation support for complex endpoint, application, and integration issues, delivering solutions with minimal downtime.
- Produce and maintain detailed technical documentation, including configuration standards, troubleshooting guides, and knowledge base articles.

- Manage enterprise patching schedules and coordinate with IT security teams to ensure timely remediation of vulnerabilities.
- Worked in a **culturally diverse environment**, demonstrating **strong communication, problem-solving, and customer service skills**.
- Effectively managed **multiple tasks in a fast-paced, high-stress environment**, ensuring timely support for a large customer base.

NAU Desktop Support, Flagstaff AZ — *Senior IT Support Analyst*

February 2022 - May 2025

- Provided **technical support** to faculty, staff, and students, troubleshooting **hardware, software, and network issues**.
- Delivered **remote assistance** using **BeyondTrust (formerly Bomgar)** to support off-campus users.
- Gained **advanced experience** in **Windows and Macintosh operating systems** and NAU-supported software, including **BBLearn and Canvas LMS**.
- Worked with enterprise software and IT management tools such as **Microsoft Teams, Outlook, Exchange Servers, Active Directory, LAPS, SCCM, and ServiceNow**.
- Utilized **ServiceNow** for **ticketing, incident management, and technical documentation**.
- Assisted in **training and mentoring student workers**, helping them develop IT support skills for the workforce.
- Managed and deployed **Teams telephony equipment** and assisted in provisioning Android devices using **Microsoft Intune**.
- Used **Infoblox** to register and manage **network-attached devices**.
- Created **knowledge base articles** to document solutions and improve troubleshooting efficiency across the support team.
- Worked in a **culturally diverse environment**, demonstrating **strong communication, problem-solving, and customer service skills**.
- Effectively managed **multiple tasks in a fast-paced, high-stress environment**, ensuring timely support for a large customer base.

NAU Student Technology Center, Flagstaff AZ — *Senior Student Tech*

August 2019 - February 2022

- Provided **technical support** to students, troubleshooting **hardware, software, and network issues** across **Windows, macOS, Linux, iOS, and Android** devices.

- Delivered **phone and in-person support**, leveraging **BeyondTrust (Bomgar)** for remote troubleshooting and assistance.
- Trained and mentored new Student Technicians, conducting **one-on-one and group training sessions** to ensure proficiency in IT support tasks and NAU systems.
- Assisted in the development of a **Linux Diagnostic Tool** to improve workflow efficiency within the Student Technology Center.
- Gained experience in **network infrastructure**, including **Ethernet cable wiring, troubleshooting access points using Cisco Prime, and connectivity tuning**.
- Utilized **JAMF Pro, DeployStudio, and self-service tools** for **macOS imaging, software deployment, and system updates**.
- Performed **Windows and macOS upgrades, software installations, system configuration, debugging, security updates, and general maintenance**.
- Processed and managed **support tickets** in accordance with departmental standards.
- Provided guidance on **campus IT systems, policies, and troubleshooting solutions** to a broad range of users.
- Developed strong **customer service and communication skills**, ensuring a **patient, approachable, and flexible** support experience.
- Experienced in **BYOD environments and mobile device support**, assisting users with personal and university-issued technology.

Best Buy, Flagstaff AZ — *Computing Associate/Geek Squad*

August 2021 - October 2022

- Provided **expert technology consultation** to customers, assessing their needs and recommending appropriate **computers, accessories, and services**.
- Assisted customers with **troubleshooting macOS and Windows issues**, including software bugs, system errors, and compatibility concerns.
- Served as a primary point of contact for the **Geek Squad help desk**, scheduling appointments and guiding customers through **repair and support options**.
- Delivered **exceptional customer service**, ensuring every customer received **patient, professional, and personalized assistance** regardless of their background or technical knowledge.
- Utilized **strong communication skills** to explain technical concepts clearly, assist in product sales, and provide troubleshooting solutions.
- Maintained a high level of **technical knowledge** on **PCs, macOS devices, software, and operating systems** to better assist customers.
- Thrived in a **fast-paced retail environment**, balancing **customer interactions, troubleshooting, and administrative tasks** while ensuring a positive shopping experience.

Good Faith Energy, Dallas TX — *IT Support*

September 2018 - August 2021

- Built and deployed a **server** for hosting the company website, enhancing IT infrastructure.
- Provided **technical support** for employees, troubleshooting **Windows and macOS issues**, as well as managing **Google services and Microsoft accounts**.
- Served as **Google Admin**, overseeing **account management, troubleshooting Outlook, Microsoft, and Google account issues**.
- Diagnosed and resolved **network issues**, including **TCP/IP, LDAP, DNS, Active Directory, and Open Directory**.
- Assisted customers with **solar system technical support**, providing remote troubleshooting and guided solutions.
- Scheduled and conducted **on-site support visits** to assist customers and employees with IT-related concerns.
- Trained and mentored new IT team members, sharing knowledge and best practices.
- Developed **strong communication skills**, ensuring **clear, patient, and effective technical support** for employees and customers.

Good Faith Energy, Dallas TX — *Electrical Engineering Intern*

May 2018 - August 2018

- Assisted in the **design and optimization** of **residential and commercial solar PV systems**, including **load calculations, system sizing, and component selection** (solar panels, inverters, and battery storage).
- Utilized **AutoCAD, Helioscope, PVsyst, Aurora Solar, SKM Power*Tools, ETAP, and ArcGIS** to create system layouts, conduct **shade analysis**, model **energy production**, and perform **electrical load flow analysis**.
- Ensured compliance with **NEC, UL, and local regulations**, prepared **single-line diagrams (SLDs)**, and assisted with **technical documentation**.
- Supported the **permitting and interconnection process**, coordinating with **utilities and regulatory agencies**.
- Collaborated with **engineers, electricians, and project managers** to develop cost-effective, high-efficiency solar solutions.
- Gained **hands-on experience** in **renewable energy system design, power engineering, and grid interconnection processes**.

EDUCATION

Northern Arizona University, Flagstaff AZ — *Computer Engineering*

2019-2025,

Developed a strong foundation in **hardware and software integration**, specializing in **embedded systems, digital logic design, computer architecture, and low-level programming**. Gained experience with **microcontrollers, FPGA design, circuit analysis, and power systems**, as well as **C, C++, Python, and assembly language** for system programming. Applied knowledge of **networking, operating systems, and cybersecurity principles** to optimize computing performance and reliability. Worked with tools such as **MATLAB, Verilog, VHDL, and PCB design software** for system modeling and hardware development. Developed problem-solving and analytical skills through **hands-on lab work, simulations, and team-based engineering projects**, preparing for a career in **embedded systems, IoT, robotics, or software-hardware co-design**.

Capstone Project – Formula SAE Electronic Shifting System

- Designed and developed an **electronic shifting system** for a Formula SAE race car, utilizing an **Arduino Nano Every** and **12V servo motor** to automate gear shifting.
- Implemented **paddle shifter buttons** for upshifting and downshifting, integrated with a **Raspberry Pi dash** to display the current gear, enhancing the vehicle's performance.
- Conducted **torque tests** to verify servo motor capability for shifting precision and reliability under race conditions.
- Worked closely with the **mechanical team** to design and iterate on multiple housing versions, ensuring compatibility with the race car's frame.
- Integrated **shift control logic** into the system, enabling the car to shift seamlessly from **Neutral to 6th gear**, providing a more efficient driving experience.
- Focused on **real-time performance and reliability**, ensuring the system could handle extreme conditions on the race track.