

Ryan P. Echlin

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Objective

An upwardly mobile position in Information Systems that provides the challenge of expanding upon previous experience utilizing cutting edge technology.

Qualifications

Over seven years of progressive experience supporting multi-user network systems, providing desktop computing support, working in a team environment, and developing and deploying new technologies.

Education

The University of Michigan - Ann Arbor, MI 1997 to 2002
Bachelor's of General Studies, Business Information Systems and Electrical Engineering.

Oakland Community College - Auburn Hills, MI 1994 to 1997
Electrical Engineering classes supplementary to high school.

Certifications

- A+ Certification from CompTIA
- Dell Premiere Access Optiplex Desktop certification
- Dell Premiere Access Dell Workstation certification
- Dell Premiere Access Dell Notebooks certification
- Apple Certified Desktop Technician
- Apple Certified Laptop Technician certification

Technical Skills

- Experience with troubleshooting and installing all Microsoft and Apple desktop operating systems.
- Adept at upgrading, diagnosing, and repairing PC and Apple desktop and laptop hardware.
- Skilled in repairing HP and Xerox laser printer systems.
- Proficient in the repair and upgrade of Windows CE and Palm OS devices.
- Accomplished in electronics repair down to the component level, utilizing multimeter and oscilloscope diagnostics, as well as procurement and installation of replacement parts.
- Experienced in both leading and being a member of a productive team.
- Practiced in leading computer training courses for both technical and non-technical participants.

Career History

The University of Michigan

Ann Arbor, Michigan

Information Technology Central Services, Campus Computing Sites

PC Maintenance Technician

2003 to Present

Responsible for repairing and maintaining Campus Computing Sites' (CCS) printers and computers, along with implementing upgrades and developing solutions to address the needs of computing site users campus-wide.

- Developed a program to repair out of warranty printer systems, saving about \$25,000 since January 2003 in additional costs.
- Provide on site repairs for networking and computing equipment, both in and out of warranty, reducing cost and downtime.
- Oversee and train student staff in daily CCS operations.

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- Train permanent staff in procedures developed in house and methods learned during training external to the University, increasing productivity, reducing costs and decreasing average problem response time.

Housing Information Technology Office, Operations Division

Desktop Support Technician/Computer Consultant III

2000 to 2002

Developed special projects and provided computer, software, printer, network, and peripheral support for the staff of the University of Michigan's Housing Division.

- Deployed and implemented in a team setting the upgrade of Housing's computer systems from Windows 95/98 to Windows 2000.
- Developed and put into service the use of AT&T's Virtual Networking Computing remote access program on all Housing staff computers.
- Researched, was the primary contact, and deployed 3Com wall mounted switches in Housing's dormitories to provide a compact, cost effective solution for dorm room campus computing.
- Tested, deployed, and provided support for laser and inkjet printers from HP and Lexmark to Housing staff.
- Worked closely with Housing staff to determine their computing needs and provide the appropriate information technology solutions.
- Led summer Student Move-In support training for Housing Information Technology Office staff.

ResComp, Student Residential Computing Department

Network Technician/Computer Consultant II

1997 to 2000

Delivered on-site support to, and developed and deployed special projects for the 9000+ residents of the University of Michigan's dormitories.

- Co-created and delivered a one hour long presentation to incoming freshmen explaining availability of campus computing services and required etiquette.
- Researched and tested a video security system for ResComp's computing sites that used off the shelf products to reduce the large cost of paper theft.
- Provided on-site and helpdesk support for students who needed assistance configuring PC or Apple computers to interface with ResComp's Ethernet network.
- Offered immediate response networking support to students living in the University's dormitories during the beginning of the year move in period.

Utica Community Schools

Sterling Heights, Michigan

Desktop Support Technician

1997 to 1998

Worked in a team to update the school district's computers through a program of hardware upgrades, software updates, and equipment replacements, while also providing support to teachers and administrative staff.

Cardell Corporation

Auburn Hills, Michigan

Information Systems Technician

1996 to 1997

Provided Novell and Windows support for over 400 employees at three campuses. Ran new Ethernet cable and prepared wiring closets at a newly built campus.

Personal

Eagle Scout, Boy Scouts of America, 1997. Peer Excellence Award, Campus Computing Sites, April 2003. Enjoy repairing/restoring both old and new cars and reading science fiction and history.