Ryan Starr

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Certifications

AZ-900
MS-900
(Currently studying MS-104)

Technical Skills

Virtualisation (ESXI)
Docker Containerisation
Networking Knowledge
Basic DevOps knowledge (K3s)
Active Directory / Office 365
Windows/Linux/Mac

Professional Summary

As a dedicated IT professional, I have a passion for technology and troubleshooting. I have gained experience providing 1st and 2nd line support in an MSP and large organisational environments, along with working on personal projects and acquiring professional certifications. I'm looking for an opportunity to grow and develop within a large organisation and get to know how things integrate at a deeper level.

Work History

Technical Analyst - Bristol University
May 2023 – Present
Working within an MSP environment has allowed me to gain a broad range of knowledge, including VPN configuration, firewall rule modifications, supporting a range of clients and gaining a wider range of experience troubleshooting and implementation.

IT Technician (contract) - Bristol University
September 2022 – March 2023
My main duties were coordinating with users after they log a ticket, installing hardware and configuring software. To manage the environment, I have gained experience with Intune (Windows devices), JAMF (Apple devices) and meeting users in person to configure their hardware and software.

UK Travel Break
March 2022 – June 2022
I went travelling around the UK visiting major cities by public transport.

IT Service Desk Analyst - Royal United Hospitals Bath
February 2021 – March 2022
I managed technical issues across multiple NHS sites. My duties included Active Directory management, Office 365 support, and minor hardware troubleshooting. I was also the lead for managing leaver accounts, creating technical documentation and inducting new joiners.

Education

University of Plymouth, 2017 – 2020
BSc Hons Computer Systems & Networks
Grade: 2:1

Bridgwater and Taunton College, 2015 – 2017
BTEC Level 3 Extended Diploma in Computing
Grade: Distinction* Distinction* Distinction*

Kings of Wessex Academy, 2014 – 2015
AS Levels: Computing (D), Geography (E)

Kings of Wessex Academy, 2011 – 2014
GCSE: English (C), Maths (C), Science (B), BTEC Business (Pass), Digital Applications (Pass), Computing (D)

Technical Projects

Home Lab
To improve my technology skills, I Acquired a Dell R710 to work with more resource-intensive OS's/software and currently use VMware ESXI as the hypervisor to run Windows servers and virtualized Active Directory domains.

I also host a range of services using Docker containers on two Raspberry Pi's, including Nginx Proxy Manager for reverse proxy management, Nextcloud for local cloud storage, GitLab for YAML file storage, Wiki.JS for documentation, and Grafana for monitoring my solar panel battery charge level for my server.

I have also implemented a TrueNAS file server to backup my Nextcloud photos, which are then processed using Photoprism.

Most of these services can either be accessed publicly through my website or through a VPN allowing me to secure more personal information.

Cloud
I host my websites in the cloud using a variation of static sites, WordPress servers and additional services. I am aiming to transition my local docker hosted websites to a Kubernetes cluster in Oracle Cloud to gain more experience in Kubernetes and Ansible.

I have also setup an Office 365 development environment for me to practise with an Intune virtual environment.

University Project
Whilst I have now started looking into Kubernetes, my biggest project was working as a team to create a fully functional website using Docker Swarm to run all the services. My contribution was developing an API for collecting tidal data and creating the Docker Swarm hosts, ensuring the website was scalable depending on traffic volume. for the website to be scalable depending upon the volume of traffic

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Volunteering Experience

IT Support Volunteer - Community Scrapstore North Somerset
June 2019 – February 2020

My role involved providing technical support for Scrapstore staff and volunteers, including setting up new hardware and software, answering technical questions and solving any technical issues that occurred.

Computing Club Member - Bridgwater & Taunton College
October 2016 – February 2017

Working with a small group of students, I setup an Active Directory server, networking and file server utilising old hardware, and deployed a gaming setup for a charity event.

Hobbies and Interests
In my spare time, I enjoy learning new skills, such as game design, 3D printing, and experimenting with recipes in the kitchen. I am an avid traveller and love exploring new places. As a tech enthusiast I enjoy keeping up to date with the latest advancements in the field. Whether I'm tinkering with electronics or building a new project, I am always looking for new and creative ways to challenge myself.