

RYAN GIBBONS

307 E 6th Street Shelbyville, MO 63469

Phone: 573.321.6356

Education:

Monroe Woodbury Senior High School **Diploma**

General Studies, Exceled Regency Program

Grants from United States Congress: Advanced Learning @ Woodbury College

Endorsement from New York State Honors Society

GPA: 92% Monroe, NY

Level II Electronic & Computer Repair **Technical Diploma**

Board of Cooperative Education Services

Endorsement from New York State Honors Society

GPA: 93% Monroe, NY

Crystal Reports Developer Certification **Certificate of Completion**

Microsoft SQL Sever - SQL Server Administration

Microsoft Server 2000 Administration

GPA: 100% Indianapolis, IN

Certified Legendary Leadership **Certificate of Completion**

Management & employee productivity training program

GPA: 100% Indianapolis, IN

Technical Skills

History in office, warehouse, DVD packaging facilities, pharmaceutical distribution centers, call centers

- * 75 Workstations (HP, Dell, IBM)
- * Printers (HP, ZEBRA, PRINTRONIX)
- * Routers, switches, Patch Panels
- * 9 Microsoft Servers (SQL, 2000,2003)
- * Unix (sun 580) server
- * DNS, Wins, routing, topology
- * Fiber optics, Ethernet
- * Securities, Access lists, firewalls
- * Multitude of databases + applications
- * Publish corporate public websites
- * multi-site mi-tel phone systems
- * Time Clock Systems hardware/software
- * Automation Machinery
- * Oracle and ms-sql (query, jobs, maintenance, stored procedures
- * UPS & FedEx Server integration
- * Surveillance and alarm controls
- * Training and communications
- * Powerful database driven web applications for clients
- * Expert level usage of the internet
- * Proper user / customer / vendor communication skills

Managerial experiences:

- * Supervise daily, 25 team members
- * One on one weekly coaching
- * Classroom or production floor training
- * Conference calls, meetings, reporting
- * Large group speaking
- * Plan, forecast, purchase equipment
- * Corporate decision maker
- * Weekly group coaching
- * Scheduling & Payroll
- * Screen, interview, train hundreds of call center agents
- * Monitor & evaluate employee performance
- * Client, vendor contract negotiations
- * Corporate securities

Personal Highlights

- * Learn and master complex systems quickly.
- * Friendly, outgoing, reliable.. "how can I help" attitude
- * Constantly able to implement and support business objectives on time.
- * Flexibility in scheduling and 24/7 on call support

Employment Timeline

Flooring Installer - Extreme Flooring 317.509.3750 {PLAINFIELD, IN} 3/2012 - 5/2013

IT Support Engineer - MD Logistics, Inc 317-838-8900 {PLAINFIELD, IN} 3/2003 - 5/2011

Operations Supervisor - Communications & Commerce 801.257.6000 {INDY} 08/2001 - 6/2002

Director of Education Services - Communications & Commerce 801.257.6000 {Indiana, PA} 10/2000 - 8/2001

Replacement Division - K-Mart Corporation 724.349.7654 {Indiana, PA} 5/2000 -8/2001 Full time, part time

Sr. Inventory Controller - CSX Corp 904.359.3100 {Johnstown, PA} 11/96 - 6/2000

Shift Supervisor - Sheetz Convenience Stores 724.357.8550 {Indiana, PA} 10/93 - 11/96