

Ryan Rucker, M.Ed.

E-mail: ryan@ryandrucker.com

Web: www.ryandrucker.com

PROFESSIONAL QUALIFICATIONS

INFORMATION TECHNOLOGY, INSTRUCTIONAL TECHNOLOGIST, TECHNICAL TRAINER

Five-year career creating and delivering training, troubleshooting and resolving information systems, computer (both hardware and software), and creation and modification of webpages. Combine expert technical qualifications with outstanding performance in team building, team leadership and project management. Keen troubleshooting and instructional design skill set.

TECHNOLOGY SKILLS & QUALIFICATIONS

Instructional Design/Training:

ADDIE Model, Blackboard/Moodle LMS, Camtasia, Flash, Captivate, SCROM, Adobe Breeze/Connect, Wimba

Software/Programs:

Microsoft Access, Excel, Expression Web, Outlook, Project, PowerPoint, Publisher, Visio, Word, McAfee, Trend Micro, Remote Desktop Clients, Spyware Removal Tools

Operating Systems:

Windows XP, Vista, 7, Mas OS X, Windows Server 2003-2008

Programming Languages:

HTML, XHTML, CSS, JavaScript, SQL, VB.NET

Extensive experience with troubleshooting, re-imaging, replacing various hardware components, removing viruses/spyware, networking diagnostics, and adding various peripherals to both laptops and desktops. Strong skills adding, creating, and removing groups/printers in Windows Server environments.

Experienced instructional technologist and trainer supporting various learning management systems, creating of instructional material (both being delivered face-to-face and e-learning), and training on various software applications and technology concepts.

PROFESSIONAL EXPERIENCE

South Carolina Department of Transportation Columbia, SC June 2010-Present **IT Trainer/Instructor (Information Resource Consultant II)**

Deliver pre-written and customized I.T. training courses on Microsoft Office (Access, Excel, Outlook, PowerPoint, and Word), Windows XP/Vista/7, Introduction to Computers & Keyboarding, SAP, Security Concepts, and additional technology-based objectives.

ADDITIONAL DUTIES

- Provide "outside the classroom" technical assistance and consulting on using software applications.
- Establish and promote the presence of Element K (e-learning system) and serve as the system administrator of this system.
- Create customized courses on technology concepts that can be delivered both face-to-face and via e-learning.
- During high call volume, assist the Help Desk in resolving various technical issues.

Ryan's IT Services Columbia, SC
Owner and I.T. Consultant

February 2001-Present

Offer various I.T. consulting (computer repair, technical assistance, web design) services to a diverse cliental.

ADDITIONAL DUTIES

- Create and redesign websites for various local businesses and provide web hosting services.
- Provide on-site and remote technical support to various businesses. Example of services include: Hardware installation, Virus removal, Networking installation, or Database creation.
- Advertise and recruit new businesses using social media, phone calls, or other mediums.

Georgia Health Sciences University Augusta, GA
Instructional Systems Analyst

December 2009-June 2010

Served as the functional system administrator for Blackboard, Wimba, and other learning systems and technologies.

ADDITIONAL DUTIES

- Provided Tier II/III support on instructional systems and technologies.
- Ran SunGard Banner extracts to be imported into Blackboard and other systems.
- Created and taught customized courses on using Blackboard, instructional tools, and best practices teaching online courses.
- Served as project lead on various projects analyzing new instructional and learning software/tools that was to be purchased.

University of South Carolina Columbia, SC

December 2008-December 2009

Desktop Support Technician (Information Resource Consultant I)

Provided on-site and remote desktop support for various faculty, staff, and department members at the Columbia campus.

ADDITIONAL DUTIES

- Imaged computers, installed and configured software, removed various malware/spyware, joined computers to the AD and wireless networks.
- Assisted with the migration of a Novell-based network to a Windows-based network.
- Added users to various file, printer, and departmental groups within the Windows Server environment.
- Served a project member on new system implementations and tested thoroughly each new system.
- Created and taught workshops on the migration process for Outlive Live (new student e-mail system).

University of South Carolina Columbia, SC
iCare Computer Technician (Part-Time)

January 2008-November 2008

Provided on-site technical assistance and support for all students at the University of South Carolina.

ADDITIONAL DUTIES

- Installed and configured software to allow access to the student wired and wireless networks.
- Removed viruses, trojans, worms, and other malware from computers. If unable to remove threats, completed a re-format on the computer.
- Diagnosed various hardware and software issues and replaced hardware components.
- During high call volume, assisted the Help Desk in resolving various technical issues.

CONFERENCE PRESENTATIONS

"Outsourcing Student E-mail-Innovative Options in Lean Economic Times," South Carolina EdTech Conference, Myrtle Beach, SC, October 27, 2010.

"Using and Integrating Moodle," Upstate Technology Conference, Greenville, SC, June 25, 2009.

EDUCATION

Doctorate of Education in Curriculum and Instruction

Valdosta State University/2011-Present

Master of Education in Educational Technology

University of South Carolina: Aiken/2008-2009

Bachelor of Science in Technology Support and Training Management

University of South Carolina/2004-2007

REFERENCES

By Request