

# Ryan-Lee Buzzell

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**OBJECTIVE** Obtain a full-time position on an IT team within the United States.

**SKILLS**

**Management Tools:** VMware vSphere, Windows RSAT & GPO, GitLab CI/CD, Bomgar, Ansible  
**Cloud Providers:** Linode, OVH, Google Apps Suite, Microsoft M365  
**Network:** Cisco Switching, pfSense, IPv6+IPv4, Ubiquity Unifi  
**Services & Applications:** Active Directory, VMware ESXi, Apache, Jamf Pro, Munki, Docker  
**System Platforms:** Linux (RHEL, Ubuntu), Windows Server (2008R2-2019), macOS  
**Development:** Python, PowerShell, Bash, Git

**PROFESSIONAL EXPERIENCE** **Eastman School Of Music**, Rochester, NY

Computer Systems Engineer (End-user support / Infrastructure Systems Engineer) **February 2017 to Present**

- Responsible for day-to-day maintenance of Windows, Linux, and macOS servers and endpoints in higher ed setting.
- Responsible for architecture of server infrastructure in a higher ed setting.
- Pioneered methods to automate macOS deployments.
- Migrated services from out-of-support hardware and operating systems modern platforms and architectures.
- Created workflows and updated SOPs for storage of an irreplaceable audio archive.
- Provided tier 1 through 3 support to every department within the school.
- Interfaced with centralized University IT teams and any department-specific IT teams on centralized projects and de-siloing initiatives.

**Datto, Inc**, Norwalk, CT, Rochester, NY, Boston, MA

Cloud Operations Intern (Cloud Engineering / NOC) **January 2014 to August 2014**

- Responsible for day-to-day maintenance of a 2500+ server cloud, including resolution of uptime issues, hardware life-cycle management, and direct troubleshooting of cloud-wide performance and reliability issues.

Operations Technician (Site Operations) **August 2014 to December 2016**

- Configured, deployed, and maintained a macOS management, imaging, and reporting environment.

**Rochester Institute of Technology**, Rochester, NY

Desktop Support Representative **December 2012 to December 2013**

**PROJECTS** **Enterprise-Grade Home Network Deployment**

- Designed and implemented an IPv4+IPv6 dual-stack environment for both wired and wireless networking at my home/homelab, using a variety of enterprise technologies and hardware from multiple different vendors.

**Ticket System Migration**

- Using Python, programatically converted a ZenDesk ticket system's multiple export formats to a format acceptable for import into a heavily customized Jira Service Desk.

**macOS Management Infrastructure**

- Designed and implemented a macOS management suite using free and open source software.
- A local server in every geographically different office and data center maintained a copy of a repository, while DNS records in each location kept client traffic from crossing the WAN for per-client software downloads.

**Minimal-touch macOS deployment workflow**

- Designed and implemented minimal-touch deployment workflow for macOS following Apple best practices as closely as possible
- Utilizes Jamf, SplashBuddy, and custom scripting to initialize a user environment.

**ACTIVITIES & INTERESTS**

- Avid Pathfinder Player
- Amateur Chef & Baker