Ryan Reid Thomas

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PROFESSIONAL SUMMARY

Self-motivated technology consulting professional with experience in delivering solutions for both public and private sectors. Highly analytical with strong technical ability to execute tasks requiring a vision of the "big picture" beyond IT. AWS Solutions Architect Associate and ITIL Foundation-certified with K-16 and international teaching experience.

EDUCATION

THE UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business, Austin, TX   **May 2020**
Master of Science in Technology Commercialization, GPA: 3.76
- Awards & Recognitions:
    - Winner, 2020 University of Texas at Austin New Venture Creation Business Plan & Pitch Competition
    - Semi-Finalist, 2020 Texas Venture Labs Investment Competition
    - Semi-Finalist, 2020 San Antonio Tech Bloc Tech Fuel Pitch Competition

LAMAR UNIVERSITY, College of Education and Human Development, Beaumont, TX   **August 2015**
Master of Education in Teacher Leadership, GPA: 3.92
- Research Performed:
    - Effects of Healthcare Access Upon Student Academic Achievement
    - Efficiently Distributing Leadership Responsibilities: Teachers Carrying Administrative Burden
    - The Application of IDEO Principles to Educational Administration

LAMAR UNIVERSITY, Mary Morgan Moore Department of Music, Beaumont, TX   **December 2010**
Bachelor of Music in Music Education, GPA: 3.61, *cum laude*
- Accomplishments, Awards, & Service:
    - Minor in Computer Science
    - Chapter President, Association for Computing Machinery
    - Chapter President, Kappa Kappa Psi National Honorary Band Fraternity
    - Honors: Phi Mu Alpha Sinfonia Honors Recitalist, Pi Kappa Lambda Honor Society Inductee

EXPERIENCE

TEXAS A&M UNIVERSITY, College Station, TX   **2020 - Present**
Lead IT Consultant
- Supervised, coached, and trained a team of 60+ technicians to provide round-the-clock Tier-1 and Tier-2 technical support services to a university system community consisting of 100,000+ members worldwide
- Organized and delivered training curriculums for new technicians through use of Blackboard and Canvas LMS
- Designed advanced-tier training materials for supported services through collaboration with subject matter experts
- Recruited, Interviewed and hired new employees while managing existing workforce to meet demand
- Increased call handle rate by 19% in 6 months by forecasting call demands using models based on historical data
- Grew rate of first-contact resolution from 18% to 52% in 6 months through revising troubleshooting procedures
- Analyzed, updated, and created standard operating procedures using Visio to assure quality & business continuity

HAYS CONSOLIDATED INDEPENDENT SCHOOL DISTRICT, Kyle, TX   **2019 – 2020**
CTE / AP Computer Science Teacher
- Identified needs of students in various courses to plan, design, and implement a curriculum sequence
- Provided a streamlined course content delivery through utilization of EdTech including AWS Educate and Cloud9
- Delivered multi-modal & asynchronous content through writing scripts and recording videos on computing topics
- Provided college-level lectures on programming fundamentals, web development, cloud computing, and robotics
- Aligned course content to state Computer Science standards for Java/Python and target IT career outcomes
- Increased district-wide passing rate of AP Computer Science A and Computer Science Principals exams by 33%
- Met goal of increasing overall success rate on CompTIA A+ and Microsoft Certified Professional exams by 12%

EXPERIENCE, CONTINUED

HYPEPILOT, Austin, TX   **2018 – 2020**
Cofounder / COO
- Founded an influencer marketplace designed to help companies run marketing campaigns via YouTube channels
- Performed 200+ customer interviews and conducted surveys to determine users' desires and needs
- Analyzed software requirements using lean software development principles to determine ongoing project needs
- Sourced a remote team of 8+ designers and developers to drive project from idea to prototype and production
- Created and managed 1000+ backlog tasks for various team members using JIRA project management suite
- Contacted and established relationships with 100+ key customers including NordVPN, PureVPN, and Bitcoin.com
- Set and exceeded recurring platform transaction volume goal of $20,000+ per month through sales efforts

GRAVITY FINANCE LLC, Scottsdale, AZ   **2017 – 2019**
Cloud Engineer
- Performed cloud architecting, system administration, and front-end development for a commercial loan brokerage
- Migrated servers from shared hosting to an elastic cloud solution optimized for performance and security
- Implemented digital document workflow system to allow transition to paperless applications and contracts
- Reduced email marketing costs by 82% by architecting an in-house email platform based on AWS SES and Mautic

FUJIAN UNIVERSITY OF TECHNOLOGY, Fuzhou, China   **2016 – 2017**
Instructor
- Served as instructor of record for various courses leading to a bachelor's degree in software engineering
- Courses Taught: Information Security, Networking, Software Engineering Methodologies, & Operating Systems
- Collaborated with Melbourne Polytechnic University faculty to deliver a dual degree program to students in China
- Prepared students for internship placements across China at firms including Bank of China, Baidu, and Tencent

WEST SABINE INDEPENDENT SCHOOL DISTRICT, Pineland, Texas   **2013 – 2015**
Teacher / Band Director
- Successfully defined, built, and maintained a district-wide K-12 music programs pipeline to grow band programs
- Organized community outreach, concert & event management, program budgeting, and travel arrangements
- Raised over $50,000+ for school band programs through community-driven fundraising efforts

LOUISE INDEPENDENT SCHOOL DISTRICT, Louise, Texas   **2012 – 2013**
Teacher / Band Director
- Managed and taught students enrolled in a music program in rural South Texas
- Sponsored award-winning UIL music ensembles and individual musicians
- Managed events, scheduled trips, and regulated program budget expenditures

DAEJEON METROPOLITAN OFFICE OF EDUCATION, Daejeon, South Korea   **2011 – 2012**
Classroom English Teacher
- Selected for and participated in English Program in Korea (EPIK), used by the South Korean DoE
- Trained at National Institute for International Education Development (NIIED) in Seoul
- Led classroom instruction for English as a Second Language following national curriculum standards

CERTIFICATIONS & SKILLS

- Certifications: AWS Certified Solutions Architect Associate, ITIL v4 Foundation, Texas Certified Educator
- Professional memberships: Project Management Institute (Austin Chapter), Texas Computer Educators Association
- Skills: Agile Development, Program Management, Project Management, Scrum Methodology, Consulting, Entrepreneurship, Finance, Management, Marketing, Operations, Risk Management, Teambuilding, Teaching
- Software: Atlassian Suite (Confluence & JIRA), Amazon Web Services, Balsamiq, G Suite, Linux, Notion, Windows
- Languages/Frameworks: CSS (Bootstrap), JavaScript (Express), Python (Django), C#, Java, BASH, MySQL, PHP, VBA