

RYAN P. DOWNEY

Somerset, NJ | 908-616-7100 | ryan.downey22@gmail.com

EDUCATION

Rutgers University, New Brunswick, NJ

Major: Information Technology and Informatics

Bachelor of Arts completed May 2015

- GPA 3.23, Dean's List (Spring 2013, Fall 2013, Fall 2014, Spring 2015)

EXPERIENCE

S!CK Entertainment, LLC, Somerset, NJ

August 2016 – Present

Owner, Videographer, Photographer, Editor

- Establish a unique identity and market presence by founding and branding S!CK Entertainment, LLC
- Enhance online visibility and engagement by creating and maintaining the company website and social media platforms utilizing Adobe, Google Suite, and Wix
- Increase audience interaction and brand awareness by developing engaging content for multiple social media platforms utilizing Adobe software such as Premiere Pro, Lightroom, and Photoshop
- Achieve successful project outcomes and strengthen partnerships by collaborating with multiple brands and offering tailored services
- Deliver high-quality visual content to meet client expectations by directing, filming, and editing music videos, media promotional material, and photoshoots utilizing Sony FX6 and Sony Alpha 7 IV equipment

United States Golf Association, Far Hills, NJ

April 2023 – June 2024

Technical Support Engineer

- Ensured smooth event execution and efficient resolution of technical issues by providing Tier 1 and Tier 2 technical support for business operations and tournaments and supporting meeting room set ups for large corporate events to ensure seamless A/V operations
- Enhanced team readiness and operational efficiency by managing new hire creation and conducting training sessions
- Maintained secure and reliable network connectivity by troubleshooting network switches, including security and port authentication
- Established seamless communication and ensured meeting efficiency by setting up, managing, and troubleshooting Cisco meeting rooms
- Streamlined software distribution and enhanced user productivity by creating and deploying applications via Microsoft Intune
- Improved overall network security by remediating devices using Microsoft Intune and ensuring all systems were secure and up-to-date
- Optimized resource allocations and reduced loss by managing IT equipment and accessory inventory using tracking software

Billtrust, Lawrence Township, NJ

January 2019 – April 2023

Help Desk Specialist

- Improved team collaboration and reduced response times by consolidating company communication platforms
- Ensured seamless access, stability, and security compliance by creating and maintaining all end-user company and licensed product accounts, and managing company-wide software upgrades and updates across multiple platforms
- Reduced set up time and enhanced remote work efficiency by streamlining the laptop build process
- Facilitated secure, efficient data transfer by creating and maintaining customer FTP accounts
- Improved user satisfaction and system efficiency by resolving technical issues of 600+ end-users remotely and onsite

Forever Collectibles, Somerset, NJ

August 2015 – December 2018

Help Desk Analyst

- Ensured timely, efficient resolution of technical issues by providing desktop and account support to employees, fielding Help Desk calls and emails, and escalating as needed to minimize downtime
- Enhanced device performance and reliability by testing, imaging, and cleaning hardware such as PCs, laptops, monitors, and printers
- Maintained secure, up-to-date systems by managing company-wide software upgrades and updates across multiple platforms
- Improved response times and user satisfaction by tracking, logging, and resolving company technical issues within a ticketing system
- Ensured seamless access to necessary resources and tools by configuring new employees within Active Directory and Licensing portals

SKILLS

Software

- Adobe Creative Suite (Premiere, Lightroom, Photoshop, Audition)
- Microsoft Office 365 Suite

Equipment

- Sony Alpha 7 IV (DSLR)
- Sony FX6 (Cinema)
- DJI Avata & DJV Mavic Pro (Drone)

Operations

- Cinematic Production and Creative Photography
- Sound Mixing & Recording
- A/V Equipment Setup & Support
- Domain Management & Support
- Network & Device Troubleshooting
- Device & Account Set Up
- A/V Equipment Setup & Support