

Ryan Coleman

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Qualifications

- Two decades in desktop system design and support (Linux, FreeBSD, macOS, Windows)
- Two decades in web design and development, software installation, and network design
- Extensive use of MySQL and PHP for live-data websites and highly versed in JavaScript, jQuery, CSS page adaptation and augmentation, and experience with server-side event scripting using Gearman, NodeJS, PHP, Python, and Perl, as well as writing custom APIs to fill holes in existing APIs or where none existed previously
- Experienced Windows Server and Linux system administrator
- Skilled technical support analyst with backgrounds in macOS, Windows, Firewalls, and Networking

Professional Experience

Partner/Publisher – d3photography.com (2009 – Present)

- Application developer for both internal and public-facing tools
- Managed VMware ESXi 6.x and TrueNAS servers
- Created a photo resale platform (2003 at D3sports.com through 2012) before migrating to Photo Shelter
- Created API hooks in PHP as well as custom API libraries to achieve new functionality
- Created web application hooks from d3photo to Photo Shelter for event access permissions as well as Zoho Books for invoicing
- Written, deployed, and maintained NodeJS and PHP code for crawling member websites for staffing updates as well as scraping NCAA records for new member schools
- Created a custom API for accessing D3sports.com content from within the PrestoSports ecosystem
- Integrated D3sports.com custom API into d3photo to produce a comprehensive report for D3sports detailing event details mismatches between D3sports, School and Conference websites (hosted on SideArm)
- Created a photo management platform for NCAA championships which automatically sorts, filters, compiles and distributes images from NCAA championships through d3photo and Photo Shelter to requesting parties (ongoing project)

Product Support Analyst – Netgate (April 2021 – Sept 2023)

- Provided support to end users of Netgate's hardware and software projects (primarily pfSense firewall) via phone, email, and support tickets
- Primary support contact on pfSense project's Reddit channel and provided additional support via Netgate's community forums
- Actively opened and tested redmines, software updates, beta release and release candidates of the pfSense Plus software, in addition to troubleshooting hardware-related bugs and failures.

Assistant IT Manager – Minnesota State Fair (May 2017 – March 2021)

- Primary PC support help desk operator, working with all full-time staff and many part-time staff supporting macOS (55%), Windows (45%)
- Designed and deployed systems for Fairtime use
- Performed set up and tear-down of seasonal office spaces
- Provided assistance for ticket operators in set up and post fair tear-down
- iOS/iPadOS mobile device management and deployment (Maas360)
- Supported vendors and guests during Fairtime and non-fair events with wireless and wired network access issues
- Configured/deployed network devices for information booths around grounds during Fairtime
- Responsible for networking infrastructure from Extreme (switching), Aruba/Extreme (wireless) and management controllers
- Maintained network video recording platform for traffic cameras (ExacqVision)
- Deployed end-user computers
- Assisted in deploying work-from-home VPN management

Client Services Programming Engineer – VTI Security, Inc. (April 2014 – April 2017)

- On-site programmer for Mayo Clinic in long-term cutover from Casi PicturePerfect to Lenel OnGuard software (Oct 2016-April 2017)
- On-site support engineer for St Jude Medical (2015-16)
- On-site programming engineer for Comcast (2015-16)
- Maintained door access and video surveillance systems for dozens of clients
- Developed Door Access, security, and life safety plans for Wells Fargo Downtown East buildings (2015)

Systems Administrator/Programming Engineer – Life Safety Engineered Systems (April 2013 – April 2014)

- Designed and deployed multi-site corporate VPN
- Designed and re-cabled Phoenix office network
- Supported staff PCs in multiple offices (AZ, NY, MN)
- Designed and lead MoneyGram International conversion from OnGuard to S2 Systems for Door Access Control
- Deployed Firewalls (pfSense) and video recorders (ExacqVision) for many global MoneyGram offices (Rome, Paris, Mexico City, New York City, Minneapolis)

Programming Engineer – All State Communications (Jan 2011 – April 2013)

- Managed PC, phone and network support in New Brighton office
- Designed and implemented door access control systems (S2, Kantech, DSX, DMP),
- Designed and implemented video surveillance systems (OnSSI Ocularis & NetDVMS, Salient CompleteView, ExacqVision, ACTi NVR and others).
- Designed and implemented wireless MESH and AP and Point-to-Point systems (Firetide, FluidMesh and Xirrus)
- Performed warranty maintenance on existing camera, S2 and Firetide installations.
- Responsible for design and maintenance on VMWare ESXi server, Network VPN, building-to-building VPN and voice systems.
- Created and maintained various application servers (DHCP, web apps, FTP, Samba, Video clients and servers and VPNstations) for regular use by office staff.
- Implemented and managed VPN system for traveling office staff.
- Provided day-to-day technical support responsibilities in July, 2012

Database Administrator / Web Developer – APi Group, Inc (April 2008 – March 2010)

- Primary responsibility in database administration and live-data website integration, with a specialty in photographic reproduction
- Designed, created and implemented a customized template and website creation software that greatly sped up the design and deployment time for their 35 subsidiary websites which allowed use of both static and dynamic (in PHP) pages to create the ultimate infusion of ultra-fast websites without losing the flexibility of PHP's dynamic code set.
- Decompiled, recreated and redesigned many applications written by previous designers to follow company project bids, customers (electronic rolodex), online PDF catalogs among many other projects.

Software Developer/Photo Editor – D3sports.com (April 2002 – Dec 2009)

- Created a white-label news platform for D3sports.com's websites utilizing a single database for game scores, stories, schedules, school information and a content manager for entering scores, schedules and stories.
- Combined three covered sports into one larger application and a main news portal for NCAA Division III sports.
- Managed photographers during football, scheduled and hired photographers for each post season including covering the Stagg Bowl, Men's Basketball Final Four and Baseball Championship Series.

Network Administrator/Software Developer – Camelot Weddings/Profoto (July 2004 – April 2007)

- Designed and maintained corporate network running Windows 2000, XP, and Server 2003
- Created online photo sales software for Studio and Lab customers to buy and sell their photos

Education

2001-2002 - Brown College Mendota Heights, MN - PC/LAN Certificate April 2002