

# Ryan Bealey

## IT Professional

9239 Amberglen Blvd., Apt. 3101  
Austin, TX 78729  
1 (512) 937-9136  
hello@ryanbealey.com

## SKILLS

### SYSTEMS & DEVOPS

Linux Server Administration  
DevOps Methodologies  
Multi-tenant Server Management  
cPanel and WHM Administration

### HARDWARE & PLATFORMS

MacBook and Apple Hardware Support  
iOS, iPadOS, watchOS, macOS  
AV Support

### OPERATIONS & ASSET MGMT

Technical Documentation and Knowledge Management  
Disaster Recovery and Response  
On-site and Remote Technical Support

### INFRASTRUCTURE & STORAGE

Block Storage and Object Storage  
Google Workspace and Microsoft 365 Administration

### COLLABORATION & PROCESS

Cross-functional Collaboration  
Slack and Slack Workflows  
Zoom and Webex

## EDUCATION

**B.A. in Digital Media**  
**University of Central Florida**  
Aug 2016 — Dec 2019 • Orlando  
*Web Development Specialization*

## PROFILE

Results-driven IT professional with 10+ years in technical support, systems administration, and customer success. Proven track record of managing complex infrastructure, debugging multi-tenant systems, and implementing DevOps methodologies. Strong background in Apple ecosystem hardware support and cross-functional collaboration.

## EMPLOYMENT HISTORY

- **Founder**  
**SERVERIZZ®**

Dec 2014 — Present • Austin

  - Founded and operated a local web hosting company, providing comprehensive hosting solutions and white-glove technical support to small businesses.
  - Engineered and managed multi-tenant server environments, demonstrating strong expertise in DevOps and systems administration.
  - Deployed and managed cPanel & WHM environments for over ten years, optimizing server operations and client management.
  - Provided expert technical support for server software including PHP, Apache, Linux, and MySQL, ensuring high availability and performance.
  - Implemented Block Storage and Object Storage solutions to enhance data efficiency and significantly reduce operational overhead.
  - Oversaw all aspects of business operations, including client relations, service delivery, technical infrastructure, and asset management.
- **Sr. Technical Sales Representative**  
**Apple**

Mar 2022 — Present • Austin

  - Provided advanced technical support for complex software and hardware issues across macOS, iOS, iPadOS, and watchOS platforms.
  - Collaborated with internal teams to escalate complex technical issues and contribute to continuous improvement of support processes.
- **Technical Product Advisor**  
**Apple**

Mar 2021 — Mar 2022 • Austin

  - Delivered expert technical support and product knowledge in high-traffic retail environment (Apple Domain NORTHSIDE).
- **AppleCare Knowledge Management Coordinator**  
**Apple**

Sep 2020 — Mar 2021 • Austin

  - Authored comprehensive technical documentation for internal projects, ensuring clarity and accessibility of critical information.
  - Provided extensive knowledge management support to AppleCare employees on a global scale, streamlining information dissemination processes.
- **AppleCare Technical Support Advisor**  
**Apple**

Jul 2018 — Sep 2020 • Austin

  - Provided technical support troubleshooting software and hardware issues across iOS, iPadOS, watchOS, and macOS operating systems.
  - Diagnosed and recommended hardware service solutions, ensuring optimal device performance in high-volume environment.