Ryan Coplien

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Work Experience

WESTconsin Credit Union (Menomonie, WI)   January 2022 – Present
Systems Administrator

- Modernize infrastructure with a cloud-smart approach by migrating from SCCM to Intune, implementing SASE network architecture, and designing Microsoft Azure disaster recovery and backup environment
- Spearhead massive initiatives to simplify complex environment by standardizing server operating systems, optimizing Azure subscriptions using the Cloud Adoption Framework, and overhauling legacy Active Directory and Group Policy configurations
- Secure asset and identity infrastructure with onboarding of LAPS, 1Password password management, Entra single sign-on, Entra conditional access, and Duo MFA; ensuring compliance with strict PCI-DSS regulations and striving for STIG compliance, while drastically increasing security posture
- Implement SaaS service desk and knowledge-base solution, resulting in a 50% decrease in average ticket resolution time, 30% decrease in total ticket numbers, and a 3x faster SLA response time
- Optimize ROA through vendor consolidation of identity and access management provider, intranet solution, and email filter appliances, resulting in yearly savings of over $160,000
- Invest in modern automation tools through implementation of GitHub Enterprise, Adaxes user automation, Intune Remediations, Windows Update for Business, and Azure Automation PowerShell runbooks
- Lead and support team efforts to improve structure, communication, and collaboration with other departments, mediating through complex and tough discussions

University of Wisconsin - Platteville (Platteville, WI)   August 2019 – December 2021
Help Desk Network Consultant

- Troubleshoot variety of hardware and software, including Windows, MacOS (with Jamf), iOS, and Android
- Maintained 500+ knowledge-base documents for users to minimize issues and improve productivity
- Operated with urgency and stability to ensure information systems are functional with 99.93% downtime
- Supported faculty, staff, students, and community members over phones, email, and in-person while maximizing customer service with efficient trouble resolution and excellent escalation management

TDS Telecom (Madison, WI)   June 2020 – December 2021
Information Technology Analyst Intern

- Enabled infrastructure teams to support customers from quality of experience data using Kibana
- Generated custom report dashboards for 5+ systems to allow support teams to analyze trends in device and server inconsistencies while maintaining a quick delivery timetable exceeding expectations
- Developed 100+ graphic visualizations for evaluation directly from Elastic Stack database
- Resolved and documented issues via Agile process using Atlassian Jira and Confluence
- Constructed Python scripts to filter and maintain data from Linux servers and Adtran network devices

Altis Life Game Server   October 2016 – October 2019
Lead Developer

- Grew community to yearly revenue over $35,000, DAU rates over 5k, and 10k unique users each month
- Led development and design teams to provide high quality, frequent updates on biweekly basis
- Gained exposure to team-based program development and user testing environments
- Standardized git code-control and reviewing techniques, reducing error rates to <5 per update
- Mentored and taught classes on game engine programming for interested community members

Education

University of Wisconsin-Platteville   September 2018 – December 2021

Bachelor of Science in Computer Science, Emphasis in Computer Information Systems
Minor: Business Administration

Certifications

Microsoft Certified: Azure Administrator Associate (AZ-104)   Issued September 2023
Microsoft Certified: Azure Fundamentals (AZ-900)   Issued May 2023
CompTIA Security+ (SY0-601)   Issued February 2023