

# Ryan Zander

Software, Systems, and Performance Engineer

4 Touchstone #92  
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## OBJECTIVE

I am a highly self-motivated and adaptable individual with a passion for knowledge. I am looking for a position that utilizes my current skills while granting me the opportunity to learn more.

## HISTORY

### **Serena Software, Inc.** – Hillsboro, Oregon

Performance Engineer

January 2010 – Present

- Domain expert for the performance and scalability of Dimensions CM.
- Developed a fully featured test harness in Python for use in automating our testing.
- Assisted in the architecture and design of the Requirements Manager product.
- Planned and implemented an end-to-end functional and performance test plan for the company's ALM product line.
- Consolidated scattered performance testing scripts with STAF/STAX.
- Worked with multiple in-house development teams, using unique languages and tools, to provide performance testing (e.g. load, stress, scalability) during or after their release.
- Consulted with customers to establish accurate system sizing and implementation details for the Dimensions CM product.
- Produced a white paper on the performance of Dimensions CM 12.1.
- Executed performance tests in various enterprise environments including virtualized/cloud, load balanced, and WAN.
- SCRUM Master for the Engineering Services team.
- Provided weekly reports to development, support, and executive teams.
- Coordinated and worked with people in locations and time zones across the globe.

### **Integra Telecom, Inc.** – Portland, OR

Senior Desktop Analyst

August 2006 – July 2009

- Systems admin on various server architectures (Windows 2000/2003/2008, Solaris 2/10, HP-UX 10, Debian GNU/Linux).
- SCCM/SMS admin responsible for building and maintaining software packages and workstation OS deployments.
- Site admin for the Desktop Support and Helpdesk SharePoint portals.
- Created, administrated and was the primary author of an inter-departmental knowledgebase (Mediawiki).
- Created an asset tracking web application for gathering real asset data (PHP utilizing WMI, AD, SCCM and SEM data).
- Created an application for maintaining user's digital certificates on Windows XP workstations across a WAN (C#).
- Wrote numerous BASH, Perl, Basic, VBScript and PowerShell scripts to automate various basic tasks.
- Standardized a web application for allowing/disallowing customer circuit monitoring (PHP accessing Netcool data).
- Trained on the administration and module development of an IBM Tivoli Netcool environment.
- Integrated PC hardware, workstation software and overall user workflow from two corporate acquisitions.
- Maintained relationships with PC hardware and imaging vendors nationwide.
- Performed all job duties of Helpdesk and Desktop Support employees when needed.

### **Intel Corporation** – Hillsboro, OR

Validation Technician

November 2005 – July 2006

- Performed validation testing on motherboards (ICH6-ICH9) and CPUs (Prescott-Kentsfield) in numerous configurations.
- Tested interoperability of the Viiv platform with approved hardware (eg. media players, DVRs, routers, cameras).
- Modified 3rd party software to utilize unreleased hardware features during testing.
- Wrote scripts to repeat tests and limit human interaction.
- Provided debugging information when reporting and working through test failures.
- Provided feedback on test plans to improve the quality and consistency of data.
- Cataloged and organized external hardware and software used in conjunction with testing.

**Portland Community College** – Rock Creek, OR  
General Studies

January 2004 – November 2005

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- Majority of courses in math, programming and software engineering.
- Volunteered at the computer lab's helpdesk.

**Computer Technology Corporation** – Phoenix, AZ  
IT Consultant

February 2003 – January 2004

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- Provided on-site IT consulting for half a dozen small businesses in the greater Phoenix and Tucson area.
- Maintained business relationships with the clients in my region.
- Performed all technology deployments, including data migrations, once a final goal was decided upon.
- Trained staff on the usage of new software and equipment.
- Provided 24/7 emergency support for the clients in my region.

**DirectTV Broadband** – Beaverton, OR  
Tier II Support Technician

April 2001 – February 2003

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- Answered escalation calls from first tier technicians concerning dial-up and DSL connectivity.
- Worked difficult tickets and established new support procedures when necessary.
- Created knowledgebase articles on supporting various web browsers, email/news clients and general Windows 95/98/2000/XP issues.
- Graveyard lead responsible for outage notifications, angry customers and quick responses to technical escalations.
- Assisted internal IT with afterhours requests for networking, PC or account based problems.

**Stream International** – Beaverton, OR  
Support Technician

September 1999 – March 2001

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- Answered inbound phone calls on dial-up and DSL connectivity.
- Walked users through the basic usage of their Windows or Mac PC in regards to common web, email and news clients.
- Explained details on their service plan as well as options to improve savings or performance.
- Responded to technical e-mails in regards to a user's service.
- Created knowledgebase articles on topical issues.
- Assisted management with new hire soft skills and technical training.

## ADDITIONAL INFO

I have enjoyed **drawing** for as long as I can remember. Over the years I have dabbled with all sorts of mediums ranging from simple pencil and paper to 3D modeling. These days I typically do concept art when I am not working on a specific project.

Growing up my father taught me the basics of **networking** and **systems administration**. Throughout the years I have experimented with all sorts of hardware and software. These days I am interested in automation, virtualization, and distributed computing.

The majority of my free time is now spent **programming**. I began with BASIC in the early 1990s and have since written software in VB, Perl, PHP, C, C++, C#, Python, Ruby, and recently Java. I enjoy working on physics and rendering engines, web applications, and artificial intelligence. When I need a break from this I study software engineering techniques or work on my website.

I play a lot of **video games** and have been learning how to play the **bass guitar**. When graced with clear night skies I like to practice **astronomy**.