Ryan Malloy

Technical Agent

Ryan Malloy

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Highlights

- ★ Proven self-taught and self-motivated professional.
- ★ Ability to conceptualize, evaluate, and implement technical and business solutions in demanding situations.
- ★ Exceptional, diversified Information Technology experience and skills including Collaboration Systems, Network Infrastructure, as well as software and hardware development.
- ★ Creative, enthusiastic, and supportive team leader and player.
- ★ Proven track record of meeting and exceeding expectations.
- ★ Licensed Amateur Radio Operator (General Class) KG7QCC.
- ★ Highlighted Professional Experience

Organization Management

- Establishing succinct vision, objectives, and action plans to maximize opportunity for success.
- Selling ideas, strategies, and products to all stakeholders—employees, shareholders, and clients.
- Conceiving, researching, negotiating, and closing sound business partnerships.
- Observing, guiding, and mentoring other team members for the improvement of company and client culture.
- Managing daily operations.
- Preparing and presenting performance measurements and results to stakeholders.

Education

Cisco / CCDA - '99 | CIPT '00 | EVOD '01

Collaboration Certifications

Coleman College / Computer Networking

July '00

Basic electronics, computer systems and networking protocols

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Technical Talent

- **Development areas including:**
  - Python, Go, PHP, JavaScript, Bash, C, C#, SQL, HTML, git, PyCharm and other development tools.
  - Over 24 years of experience debugging and using the command line. Vim is my editor of choice.
- **Network automation tools:**
  - ansible and terraform. Developed custom terraform systems and modules
- **WAN/LAN Infrastructure deployment:**
  - Ethernet, Token Ring, Optical
- **Redundant, high availability, multi-homed enterprise infrastructures:**
  - Mixed cloud / on-prem Windows and Linux environments
  - Cisco Routing, Cisco Switching, Cisco PIX/ASA
- **Network Protocols**
  - MPLS, LRE, T-1, T-3, OC3, OC12, and OC48, Redback, Nortel Shasta, Wireless 2.4/5 gigahertz networking, SONET Ring, Cisco ONS.
- **IP Telephony**
  - Cisco UCCE, CVP, CUCM, Unity, SRST, PRI, Active Directory Integration, ATA, FXS, FXO, Paging Integration, Call Recording, NICE agent recording, Convergys Interaction Composer, Cisco Call Studio, Custom element programming REST/Database integration.
- **Deep understanding of Internet protocols including SSL, HTTP, DNS, E-MAIL applications**
  - Proficient in using collecting and analyzing packet capture data
- **Custom software development, and hardware integration.**
  - Prototyping / Proof of Concept
  - Production Systems
- **Circuit Board/Enclosure Design**

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Work Experience

Supported Systems, LLC, Boise, Idaho / Principal Agent

11/2008 to present | Boise, ID

- Software Development
- Network Automation and E-Commerce
- Hardware Development
- Collaboration/Contact Center

Keynetics Inc / Product Design Engineer

07/2006 - 11/2008 | Boise, ID

- Develop proof of concept Fraud Detection (kount.com), eventually acquired by Equifax in February '21
- Work with founder on other POC and Research projects

Keynetics Inc / Network Engineer

11/2003 - 07/2006 | Boise, ID

- Worked closely with the founder to develop and operate the largest online-digital-payment platform (at the time, clickbank.com)
- Developed and managed daily (over $1M) credit card authorization and settlement
- Develop state-of-the-art fraud detection software using browser technologies

Intouch Solutions / Systems Engineer

05/2002 - 11/2003 | Boise, ID

- VoIP and traditional telephony systems.
- Enterprise Windows (Exchange/AD/GPO).

Joint School District No. 2 / Level II Network Engineer

01/2001 - 2/2002 | Boise, ID

- Oversaw 35 site MAN
- Added 6 new campuses

References

Available Upon Request