
WORK EXPERIENCE

Akuna Capital | Endpoint Support I

Full-Time / Chicago, IL / Jul 2023 - Present

- Working in cooperation with IT and endpoint engineers in a fast-paced and SEC compliant environment. Support Chicago Board of Exchange (CBOE) trading infrastructure.
- Provide first tier support to end users.
- Monitor and triage request queues.
- Troubleshoot and resolve technical issues for end users.
- Create and maintain technical documentation of the infrastructure environment.
- Utilized SCCM to configure, build and maintain company infrastructure and OS.
- Utilized Jamf to deploy MacBooks to staff
- Utilized DUO Admin Portal
- Utilized SharePoint, AAD (Entra), Exchange admin
- Utilized On-Prem AD
- Built Windows and Linux VMs in vSphere

Akuna Capital | IT Infrastructure

Internship / Chicago, IL / Summer 2021 & 2022

- Remotely patched devices to ensure they have the latest security updates installed.
- Wrote scripts in PowerShell to automate hostnames based off devices IP address.
- Building trading setups / patched network ports / deployed new hardware

CompTIA | Helpdesk Support

Internship / Downers Grove, IL / Sum & Win 2019 - 2020

- Stress test network routers for performance
- Built and deployed new computers.
- Repaired and diagnosed computers for employees. Interact with employees for help and desktop support.
- Software installation, re-imaged devices

EDUCATION

B.S. / Cybersecurity & Networking
DePaul University / 2023

CERTIFICATIONS

CompTIA A+ Certified

Issued Jun 2020

Credential ID COMP001021538823

SKILLS

Strong understanding of OS builds and hardware. PC / Mac / Linux.

Strong communication with clients and staff

Problem solving

Attention to detail

ABOUT ME

Focused on network infrastructure, cybersecurity, and IT support. Deeply involved in science and technology. Strength in problem solving IT issues, coming up with solutions. Adept in troubleshooting hardware and network configuration issues. Interacted with all user levels and OS applications.

PROJECTS / HOBBIES

PC design and building

Custom Windows images

Personal cloud file storage solution | [Seafile](#) Server, secure with SSL.

Astrophotography

Personal website: <https://ryanheuer.com>