

Ryan Dour

815-308-7607 • rdour@tm4h.com

EXPERIENCE:

Staff Consultant, *Capgemini*

Chicago, Illinois

June 2006 – April 2007

- Gathered requirements for a new resource optimization plan for Technology Services division of Capgemini U.S.
- Developed a complex matrix of all resources and skills within Technology Services Division.
- Assisted key Vice Presidents to understand the roles and competencies of resources in the Technology Services division.
- Served as a member of the Corporate Cellular Support Team. Helped design documentation towards the transition to R9 corporate helpdesk.
- Streamlined and updated the Knowledge Base used by R9 and CSG for resolving key issues for internal consultants.
- Created new processes for future Knowledge Base updates for Level 3 Helpdesk support teams.
- Developed a prototype configuration of an Asterisk PBX for the purposes of national centralized voicemail services. Final system will serve 8,000 mailboxes.

Solutions Consultant, *TechMinds 4 Hire, Inc*

Chicago, Illinois

January 2003 - Present

- Developed customer service and IT support procedures.
- Conducted requirements gathering and processing analysis for several client projects.
- Provided customer service and support for clients.
- Developed current and future state process flows,
- worked on process improvement opportunities and recommended and implemented internal business systems for clients.
- Researched new technologies to automate server administration, such as "cpanel" for shared account management.
- Attended Japan External Trade Organization (JETRO) biotech conference to consult with potential international clients.
- Installed and maintained data center server hardware serving over 300 clients.

External Consultant, *Pocket Lint Productions, LLC*

November 2006 – Present

Highland Park, Illinois

- Configured equipment and studio environment to provide the following functionality:
 - Live streaming audio that is received live or on delay by participating radio stations.
 - The publication of two podcast formats, full show and segmented, uploaded within thirty minutes following the live broadcast to enable re-feed for syndication stations.
 - A backup and archival system for daily show segments.
 - Full production facilities allowing for self-developed show materials.
- Training:
 - Provided a comprehensive training schedule that covered the following topics:
 - Radio broadcast software including MegaSeg, SoundStudio and Fission.
 - Internet broadcasting and podcast publication
 - Use of automation tools to reduce daily operation time. Requires fewer resources.
 - Full workflow documentation to keep the talent on task with minimal need for troubleshooting

Summary:

The project was accomplished during evenings and weekends, and the entire cost for the studio and time resources was under \$15,000. This is unique to the broadcast industry. In this facility, the staff has the capability to produce a professional show that rivals those produced in studios that cost more than \$100,000. Using non-traditional systems such as Voice Over Internet Protocol (VOIP) for callers and streaming audio instead of satellite broadcast has reduced operational costs by 80-90%.

Network Administrator, Illinois School District 72

Lake Forest, Illinois

May 1999-July 2001

- Worked with key administrators to gather requirements for a new technology vision within the district.
- Reconfigured server environments to optimize reliability in an environment that supported over 200 client computers.
- Re-imaged the students' computers to minimize downtime and maintenance efforts, a 50% increase.
- Established the district on the internet via the development of a starter website.
- Implemented mail services for all staff via the AppleShare IP platform.
- Instructed technology staff in the use of PC image building techniques that could greatly improve all future maintenance performance.
- Assisted the organization by recommending software and hardware purchases to improve student and staff computing experiences. These included networking hardware from Lucent Technologies, iMac computers from Apple inc., Microsoft Office and various plug-INS, and various educational titles from many vendors.
- Reengineered data routing on the network to improve overall network performance and eliminate previous existing bottlenecks.

Chief Engineer, WKDI

DeKalb, Illinois

March 1999-May 2002

- Worked with all administrative staff to gather requirements for a new vision of the station's future performance.
- Implemented new, efficient methods of station production, saving an estimated 70% of total cost of ownership.
- Engineered live remotes via state-of-the-art technology, improving sound quality while cutting operational costs by more than 90%.
- Implemented Apache HTTP Server and Microsoft IIS.
- Managed: 1) the domain's email with the use of Sendmail 2) IP addresses, network flow and security with the use of routers and switches 3) DNS entries and services.
- Headed the construction of the station's network, completing it at 60% less than the cost estimated from an outside contractor. This was achieved by using students as a workforce, and on the job training in network implementation. End result was a very rock solid network, training was effective.
- Developed training materials used by all station staff in every aspect of station technology use and operation. Functional areas included operations, on air personality handbooks, audio production handbooks, network maintenance and daily administration handbooks, remote broadcasting FAQs, and a small knowledge base.

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TECHNICAL SKILLS

SOFTWARE:

- Beginner: Team Room and SharePoint administration, Visual Studio .net, Microsoft Windows Server 2003, SQL based database creation and administration.
- Intermediate: Linux configuration and administration, Apache, PureFTPd, DNS (BIND), sendmail, cpanel,
- Proficient: Microsoft Office, Mac OS X Server 10.(.2, .3, .4), Windows XP maintenance, SHOUTCast and other broadcasting software.
- Studio presentation equipment configuration.
- Recording studio equipment configuration and maintenance.
- VOIP call routing, deployment, and design.

Logical Skills:

- Beginner: ER diagramming, UML design, RUP method, requirements gathering.
- Intermediate: BA Tester, organizational analysis, statistical analysis.
- Proficient: Studio requirements gathering, design, and deployment.
- Remote media infrastructure and design.
- VOIP dial plan, requirements, and design.
- VOIP application design and deployment.

HIGHER EDUCATION:

**Bachelors of Science
Operations and Information Management**
Northern Illinois University, DeKalb, Illinois

May 2005

PUBLISHED/PRESENTER:

- **Apple Inc.** – Presented accessibility demonstration of the Mac OS X 10.4 Tiger, using Universal Access and Voiceover. June 20, 2005 and May 26, 2006
- **Undisclosed Company (Binding NDA)** - Continuous testing of a future operating system for the purposes of accessibility in a diverse user environment. The testing of key operating system functions to assure their compatibility with access technologies being developed for the operating system.