Ryan Vogel

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EDUCATION

UNIVERSITY OF NORTH FLORIDA   Jacksonville, FL
Bachelor of Technology   Expected May 2026
Major in Information Technology and Minoring in Business

WORK EXPERIENCE

CITY OF NEPTUNE BEACH   Neptune Beach, FL
SYSTEMS ADMINISTRATOR   June 2023 – Current

- **Managed and maintained a Windows Active Directory-based network,** ensuring optimal network performance, user auditing, security, and management for over a year.
- **Worked with key stakeholders to build and develop internal applications** to help track employee utilization and productivity and create a centralized web server for all internal tools and needs.
- **Provided technical support to internal and external users** and assisted with patching, vulnerability monitoring, and incident responses.
- **Worked with leadership to manage a multi-million dollar budget** to allocate resources and set expectations with vendors properly.
- **Provisioned and implemented a disaster recovery solution** that included three mediums and backup locations using the Veeam platform.
- **Managed Hyper-V, ESXI, and Nutanix virtualization platforms,** including conversions between the platforms for migration periods.

MANDARIN 3D PRINTS - EXON ENTERPRISE   Jacksonville, FL
Founder and Developer   October 2023 – Current

- **Planned, researched, and developed the creation of mandarin3d.com,** including a state-of-the-art instant slicing engine that provides users with almost instantaneous quotes of the 3D files they upload.
- **Grew over $20,000 in sales in the first year** while maintaining healthy relationships with business clients and customers. Ensuring a 5-star rating on all platforms with 100% customer satisfaction.
- **Collaborated with YouTubers and Twitch streamers to uniquely market** our products and services
- **Analyzed market trends and customer insights** to identify growth opportunities, implementing segmented marketing campaigns that boosted client conversion rates by 15%.
- **Built partnerships with local businesses and influencers** to extend Mandarin 3D's reach, increasing brand visibility and a 20% rise in referral sales.

BEST BUY | GEEK SQUAD   Jacksonville, FL
Advanced Repair Agent   January 2023 – June 2023

- **Diagnosed and repaired complex hardware and software issues** on laptops, desktops, and other electronic devices, ensuring high-quality service and reducing return rates by 25%.
- **Provided technical support and solutions to clients in person, over the phone, and remotely,** achieving a 95% customer satisfaction rating and fostering trust in the Geek Squad brand.
- **Maintained and updated knowledge of the latest technology and repair techniques**, consistently exceeding performance benchmarks and earning recognition for technical expertise among peers.

PERSONAL PORTFOLIO

APPLIEDTRACK.COM   September 2024 - Current

- **Designed and developed AppliedTrack, a comprehensive job application management platform that streamlines candidate tracking, cover letter generation, and contact discovery. Implemented features such as resume management and follow-up reminders, enhancing user engagement and job search efficiency.**