

Ryan Bealey

IT Professional

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1 (512) 937-9136 • hello@ryanbealey.com

SKILLS

Systems & DevOps

Linux Server Administration, DevOps Methodologies, Multi-tenant Server Management, cPanel & WHM Administration

Hardware & Platforms

MacBook & Apple Hardware Support, iOS, iPadOS, watchOS, macOS, AV Support

Operations & Asset Mgmt

Technical Documentation & Knowledge Management, Disaster Recovery & Response, On-site & Remote Technical Support

Infrastructure & Storage

Block Storage & Object Storage, Google Workspace & Microsoft 365 Administration

Collaboration & Process

Cross-functional Collaboration, Slack & Slack Workflows, Zoom & Webex

EDUCATION

B.A. in Digital Media

University of Central Florida

Aug 2016 – Dec 2019 • Orlando

Web Development Specialization

PROFILE

Results-driven IT professional with 10+ years in technical support, systems administration, and customer success. Proven track record of managing complex infrastructure, debugging multi-tenant systems, and implementing DevOps methodologies. Strong background in Apple ecosystem hardware support and cross-functional collaboration.

EMPLOYMENT HISTORY

Founder

Dec 2014 – Present • Austin

SERVERIZZ®

- Founded and operated a local web hosting company, providing comprehensive hosting solutions and white-glove technical support to small businesses.
- Engineered and managed multi-tenant server environments, demonstrating strong expertise in DevOps and systems administration.
- Deployed and managed cPanel & WHM environments for over ten years, optimizing server operations and client management.
- Provided expert technical support for server software including PHP, Apache, Linux, and MySQL.
- Implemented Block Storage and Object Storage solutions to enhance data efficiency.
- Oversaw all aspects of business operations, including client relations, service delivery, technical infrastructure, and asset management.

Sr. Technical Sales Representative

Mar 2022 – Present • Austin

Apple

- Provided advanced technical support for complex software and hardware issues across macOS, iOS, iPadOS, and watchOS platforms.
- Collaborated with internal teams to escalate complex technical issues and contribute to continuous improvement of support processes.

Technical Product Advisor

Mar 2021 – Mar 2022 • Austin

Apple

- Delivered expert technical support and product knowledge in high-traffic retail environment (Apple Domain NORTHSIDE).

AppleCare Knowledge Mgmt Coordinator

Sep 2020 – Mar 2021 • Austin

Apple

- Authored comprehensive technical documentation for internal projects, ensuring clarity and accessibility of critical information.
- Provided extensive knowledge management support to AppleCare employees on a global scale, streamlining information dissemination processes.

AppleCare Technical Support Advisor

Jul 2018 – Sep 2020 • Austin

Apple

- Provided technical support troubleshooting software and hardware issues across iOS, iPadOS, watchOS, and macOS operating systems.
- Diagnosed and recommended hardware service solutions, ensuring optimal device performance in high-volume environment.