

Ryan Kerber

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Education

ASSOCIATE OF APPLIED BUSINESS | SUMMER 2014 | LORAIN COUNTY COMMUNITY COLLEGE

- Major: Network Communications Technology
- Dean's List 2011-2014

Experience

LEAD SYSTEMS TECHNICIAN | EXPEDIENT | 2025 – PRESENT

- Delivered specialized Tier 3 support across Microsoft and Linux environments, resolving complex issues and guiding teams through high impact incidents as the on-call escalation engineer.
- Served as a subject matter expert for core server roles and multi-platform infrastructure, advising both clients and internal teams on best practices and architectural decisions.
- Authored and maintained standardized operating procedures and best practice documentation to improve consistency, onboarding, and operational reliability.
- Led the merger of multiple technical teams into a unified Systems organization, establishing workflows, expectations, and communication structures that improved efficiency and cohesion.
- Managed and developed a diverse technical team ranging from entry level technicians to engineers, providing coaching, performance guidance, and skill building opportunities.
- Oversaw large scale, cross functional projects from planning through execution, ensuring alignment, risk mitigation, and successful delivery across distributed environments.

SENIOR WINDOWS TECHNICIAN | EXPEDIENT | 2022 – 2025

- Provided specialized Tier 3 support for Microsoft systems
- On-Call Engineer for escalations and critical business impacting issues
- Advised clients and employees as a subject matter expert for multiple server roles and platforms
- Document and maintain best practice and standard operating procedures for Microsoft and related platforms.

Skills & Abilities

TECHNICAL SKILLS

Systems: Microsoft Windows (Server 2003, Server 2008, Server 2012r2, Server 2016, Server 2019, Server 2022, 2025), VMware, Hyper-V, CentOS, Rocky, Ubuntu

Applications: Microsoft Office, Active Directory, PowerShell, VMware, Symantec Spam filtering, Symantec Security, SCCM, SCOM, Exchange, OneLogin, Elastic & Elastic Security

Networking: TCP/IP, Ethernet, LAN/WAN, DNS, DHCP, IIS, Switches, Routers, Subnets, Cabling

Computer Maintenance: Server installation and maintenance within rack systems, diagnosing and repairing PCs, virus removal, imaging and reloading operating systems