



# Ryan Gallagher

## Junior Systems Administrator

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Computer Networks graduate from Ulster University with hands-on experience in server administration, Active Directory management, and network troubleshooting. Completed a **6 month placement** at a managed services provider supporting **25 client environments**. Maintained **99.5% uptime** across monitored systems during the placement period. CompTIA A+ and Network+ certified with a strong foundation in both Windows and Linux server environments.

### EXPERIENCE

#### Systems Support Placement, Novosco (Cancom UK), Belfast

Jan 2025 – Jun 2025

Joined the managed services team for a 6 month placement supporting enterprise client infrastructure.

- Monitored and maintained **25 client environments** across Windows Server 2019/2022 and VMware, supporting **99.5% uptime**
- Managed Active Directory for **3 clients**, handling user provisioning, group policies, and access controls for **800+ user accounts**
  - Resolved **180+ support tickets** over 6 months, averaging a first-response time under **15 minutes**
- Wrote **10 runbook procedures** for common tasks including backup verification, patch deployment, and password resets

#### Retail Sales Advisor, Currys, Belfast

Sep 2023 – Dec 2024

Part-time role in the computing department during university.

- Achieved **£12,000+ in personal sales per month**, consistently in the top **3 performers** in the department
- Advised an average of **30 customers per shift** on laptops, peripherals, and tech accessories

### EDUCATION

BSc (Hons) Computer Science (Networks) in Computer Networks, Ulster University, Jordanstown

Sep 2022 – Jul 2025

Graduated with Upper Second Class Honours (2:1, **65% average**). Dissertation on automated patch management for SME server environments, graded **70%**.

- Relevant modules: Network Administration, Server Management, Cyber Security Fundamentals, Virtualisation, Cloud Infrastructure
- Set up and maintained the **university computing lab's** Linux server environment as a student technician

### SKILLS

Windows Server (2019/2022) • Active Directory • VMware vSphere • Linux (Ubuntu, CentOS) • PowerShell • Bash Scripting • TCP/IP Networking

• DNS & DHCP • Backup & Recovery (Veeam) • Patch Management • Ticketing Systems (ServiceNow) • Technical Documentation

### CERTIFICATIONS

CompTIA A+, CompTIA

Nov 2024 – Nov 2024

CompTIA Network+, CompTIA

Mar 2025 – Mar 2025

### LANGUAGES

English – Native

### PROJECTS

Automated Patch Management System (Dissertation)

Oct 2024 – Apr 2025

Built an automated patch management solution for Windows Server environments in small businesses.

- Developed PowerShell scripts that automated patch deployment across **10 test servers**, reducing manual patching time by **70%**
  - Tested against **50+ Windows updates** with a **96% successful deployment rate**
  - Presented to a panel including an IT manager from **PwC Belfast**

### REFERENCES

**Patrick Hughes**, Service Desk Manager, Novosco (Cancom UK), patrick.hughes@novosco.com, +44 7700 900 892

### EXTRA CURRICULAR ACTIVITY

Volunteer IT Support – Age NI

Jun 2024 – Jun 2025

Volunteered weekly to help older adults with technology at a local Age NI centre in Belfast.

- Taught **25 participants** how to use smartphones, email, and video calling over **40 sessions**
- Created **6 printed guides** with step-by-step instructions for common tasks like WhatsApp and online banking