

RYAN BLAKE BUSSEY

Software Engineer, Internal Tools / Automation

Relocating to Greater Boston Area | June 2027

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PROFILE

Computer engineer and internal-tool builder with experience developing ServiceNow workflows, deployment automation, and practical web applications for university operations. Current projects include a local AI-assisted PDF accessibility remediation prototype and an award-evidence submission application that generates committee-review packets. Combines Python development and systems troubleshooting with direct experience supporting the people who use the tools.

TECHNICAL SKILLS

Development: Python, C, C++; ServiceNow UI Actions, catalog items, automated workflows; deployment scripting

Applications & tooling: PDF processing, OCR, local AI models, guided web forms, file-upload workflows, Docker, Git/GitHub, Windows startup scripts

Operating environments: Windows, macOS, Linux; Microsoft Intune, Jamf Pro, SCCM, Active Directory; technical documentation and user training

SELECTED SOFTWARE PROJECTS

AI-Assisted PDF Accessibility Remediation System

Development prototype | 2026

- Developing a local AI-assisted PDF accessibility remediation prototype with OCR, document tagging, alt-text generation, contrast remediation, and table-repair workflows.
- Building queue/progress handling and human-review screens; working with Python, local AI models, Docker, and Windows startup scripts.

Award Evidence Submission & Review-Packet Application

College of Education | 2026

- Built a web application for award evidence submission using guided, fill-in-the-blank cover letters and supporting-file uploads.
- Implemented committee-review PDF packet generation and applicant/award-based output filenames to support a repeatable review workflow.

PROFESSIONAL EXPERIENCE

Instructional Technologist III

University of Texas at El Paso, College of Education | Jun 2026 - Present

- Oversee instructional technology for the College of Education and maintain/edit its website while supporting faculty, staff, and the Dean's office.
- Create technical documentation and deliver training; coordinate endpoint deployment, classroom systems, procurement, and technology support.

PROFESSIONAL EXPERIENCE | CONTINUED

Enterprise Desktop Management Specialist

University of Texas at El Paso, Technology Support | May 2025 - Jun 2026

- Developed ServiceNow UI Actions, catalog items, and automated workflows to streamline IT service delivery, incident resolution, and approval processes.
- Created, tested, and managed deployment scripts and policies for software distribution, OS imaging, and system updates.
- Designed automated macOS deployment workflows covering enrollment, security baselines, and user-experience customization.
- Administered Jamf Pro and Microsoft Intune; deployed application packages, configurations, and compliance policies across desktop and mobile platforms.
- Resolved tier-3 endpoint, application, and integration issues and maintained configuration standards, troubleshooting guides, and knowledge base articles.

Senior IT Support Analyst

Northern Arizona University | Feb 2022 - May 2025

- Troubleshoot hardware, software, and network issues across Windows/macOS using BeyondTrust, Active Directory, LAPS, SCCM, and ServiceNow.
- Created knowledge base articles and trained student workers; deployed Teams telephony and Android devices through Intune.

Senior Student Technician

Northern Arizona University, Student Technology Center | Aug 2019 - Feb 2022

- Assisted in developing a Linux Diagnostic Tool to improve Student Technology Center workflows.
- Used Jamf Pro, DeployStudio, and self-service tools for macOS imaging, software deployment, and system updates.

IT Support

Good Faith Energy | 2018 - 2021

- Built and deployed a website-hosting server; supported employee systems, Google Admin accounts, and network/directory-service troubleshooting.

ADDITIONAL EXPERIENCE

Computing Associate / Geek Squad | Best Buy | Aug 2021 - Oct 2022

Electrical Engineering Intern | Good Faith Energy | May 2018 - Aug 2018

EDUCATION

B.S. in Computer Engineering | Northern Arizona University | 2025

Academic focus: embedded systems, digital logic, computer architecture, microcontrollers, FPGA design, circuit analysis, and hardware-software integration.

Capstone: Formula SAE electronic shifting system using Arduino Nano Every, a 12V servo motor, paddle inputs, and a Raspberry Pi gear display.