

RYAN BLAKE BUSSEY

Systems Integration Engineer

Relocating to Greater Boston Area | June 2027

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PROFILE

Computer engineer and IT professional with experience connecting enterprise endpoints, device-management platforms, telephony, service workflows, and instructional technology. Combines cross-platform troubleshooting and deployment automation with an embedded capstone integrating microcontroller control, servo actuation, and a Raspberry Pi display. Experienced in translating technical configurations into documented, supportable workflows.

TECHNICAL SKILLS

Integration & automation: ServiceNow UI Actions, catalog items, automated workflows, deployment scripts, OS imaging, zero-touch device provisioning

Platforms & infrastructure: Microsoft Intune, Jamf Pro, SCCM, Active Directory, LAPS, BeyondTrust, Windows, macOS, Linux, iOS, Android

Engineering & networking: C, C++, Python; Arduino, Raspberry Pi; TCP/IP, DNS, LDAP; hardware-software troubleshooting, technical documentation

PROFESSIONAL EXPERIENCE

Instructional Technologist III

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

- Oversee College of Education classroom AV, computer labs, specialized instructional systems, and endpoint configuration and security.
- Coordinate technology projects and support for faculty, staff, and the Dean's office; serve as an escalation point for instructional-technology issues.
- Maintain the college website and coordinate technology procurement, inventory, asset surplusing, and room-reservation operations.

Enterprise Desktop Management Specialist

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

- Administered Jamf Pro and Microsoft Intune across macOS, iOS, Windows, and Android environments.
- Developed ServiceNow UI Actions, catalog items, and automated workflows to support IT service delivery and approval processes.
- Implemented deployment scripts, custom configurations, compliance policies, and application packages; designed automated macOS enrollment and security-baseline workflows.
- Provisioned Teams telephony devices through Intune and resolved tier-3 endpoint, application, and integration escalations.

SELECTED INTEGRATION PROJECTS

Formula SAE Electronic Shifting System

Computer engineering capstone

- Designed and developed an electronic gear-shifting system for a Formula SAE race car using an Arduino Nano Every and a 12V servo motor.
- Implemented paddle-button upshift/downshift controls and shift logic covering Neutral through 6th gear; integrated a Raspberry Pi dashboard to display the current gear.
- Conducted servo torque tests and collaborated with the mechanical team on multiple housing iterations to fit the vehicle frame.

Award Evidence Submission 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 | CONTINUED

Senior IT Support Analyst

Northern Arizona University | Feb 2022 - May 2025

- Supported Windows/macOS systems using BeyondTrust, Active Directory, LAPS, SCCM, and ServiceNow; deployed Teams telephony and Android devices with Intune.
- Registered and managed network-attached devices using Infoblox; documented support solutions in knowledge base articles.

Senior Student Technician

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

- Supported Windows, macOS, Linux, iOS, and Android; assisted with a Linux Diagnostic Tool, macOS deployment, Ethernet wiring, and Cisco Prime access point troubleshooting.

IT Support

Good Faith Energy | 2018 - 2021

- Built and deployed a website-hosting server; managed Google Admin accounts and resolved TCP/IP, LDAP, DNS, and directory-service issues.

Electrical Engineering Intern

Good Faith Energy | May 2018 - Aug 2018

- Assisted with solar PV system sizing, component selection, electrical layouts, single-line diagrams, and technical documentation.

Additional experience: Computing Associate / Geek Squad | Best Buy | Aug 2021 - Oct 2022.

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.