RYAN HEMPHILL

IT Solutions / Infrastructure Engineer

602- 828 0969 | ryan@hemp-tech.com | Scottsdale, AZ 85258

PROFESSIONAL SUMMARY

IT Solutions Engineer / Infrastructure Engineer skilled at designing and implementing complex technical solutions that meet client needs while ensuring system reliability and efficiency. Skilled at implementing, maintaining and troubleshooting large complex IT Infrastructures, with many interoperable devices, such as Active Directory, DNS, DHCP, Networking, NAS and SAN Storage. Demonstrated expertise in managing end-to-end project lifecycles, from initial requirement gathering to deployment and post-implementation support, with strong focus on minimizing errors and maximizing results. Conscientious approach to work, combined with solid work ethic, drives consistent achievement of project goals and high-quality outcomes.

EXPERIENCE

APB360 | Remote
Director of Business Development
11/2023 - Present

- Strategically developed a robust $300k sales pipeline within six months, representing a 40% year-over-year growth for APB360, through targeted customer engagement strategies and effective management of email campaigns and trade show participation
- Successfully managed multiple projects simultaneously while meeting tight deadlines .

Jet Construction | Denver, CO
Construction Manager
06/2023 - 10/2023

- Managed and oversaw the install crew of 6 in all aspects of cabinetry, labor and installation.
- This included: field measurements, logistics from site to units, assembly and quality control.
- Communicated with both site superintendent and owners on weekly progress along with walk through for project sign off.
- Responsible for coordinating with other trades for on target completion.
- Monitored the progress of installations, identifying and resolving any issues that arose.

TTEC a Google Partner | Tempe, US
Google Ads Consultant
11/2022 - 03/2023

- Provided expert consulting and optimization services to existing Google Ads clients over a 6-9 month period, with the primary goal of enhancing ad rankings and increasing visibility among targeted search audiences actively seeking products or services aligned with the client's offerings.
- Developed successful solutions tailored to clients' specific needs.
- Identified areas for improvement within existing processes and systems through extensive analysis of data sets.

Hitachi Vantara (formerly Hitachi Data Systems) | Remote
Senior Solutions Engineer
01/2019 - 08/2022

- One of 2 HNAS SME's for Hitachi Professional Services.
- Created documentation including design specifications, user guides and training materials.
- Played a pivotal role in implementing and deploying WEKA IO Filesystems for Hitachi customers.

- Managed customer relationships to ensure satisfaction throughout the full life cycle of the product installation service.
- Coordinated with stakeholders to ensure timely delivery of projects within budget constraints.
- Resolved escalated customer support tickets efficiently while providing exceptional service.
- Provided technical guidance on the development of customer facing applications and services.
- Successfully designed, implemented and maintained complex IT solutions for large-scale enterprise customers.
- Defined procedures for disaster recovery testing and implementation in order to minimize downtime in case of an emergency.

Hitachi Data Systems | Remote
Professional Technical Consultant
01/2015 - 01/2019

- I have a proven track record of success in driving revenue and building strong relationships with key accounts
- Designed and consulted on projects involving Hitachi NAS (HNAS) and Hitachi Content Platform (HCP), including customer design sessions, deploying NFS and CIFS shares, and delivering design documents
- Led data migration projects from competitive storage solutions to the Hitachi NAS Platform
- Collaborated closely with Hitachi Partners like Arrow, CDW, and Sirius to deliver tailored solutions that meet customer needs
- Deep expertise in HNAS, HCP, HCPCS, HCP Anywhere, HCP Anywhere Edge, and HCSF (WEKA)
- Played a pivotal role in implementing and deploying WEKA Filesystems for Hitachi customers.

DELL-EMC | Scottsdale, US
Isilon Solutions Engineer
01/2013 - 01/2015

- Experienced Sales Professional specializing in driving new opportunities for enterprise clients leveraging Isilon scale-out NAS architecture in Phoenix, AZ, and Las Vegas
- Successfully increased Isilon's footprint by directly interfacing with customers and partners, including Evotek, Cstor, Insight, and EPlus
- Conducted ongoing technical roadmap sessions to educate customers and partners on Isilon's capabilities
- Hosted successful Isilon / Partner days to promote Isilon solutions in Las Vegas and Phoenix.
- Negotiated with clients to reach agreements on pricing, delivery schedules and other details of contracts.

NetApp | Phoenix, US
Professional Services Consultant
01/2010 - 01/2013

- I specialized in NetApp storage architecture, management, and deployments for enterprise applications using NetApp hardware and software products
- Possess deep expertise in all major network ethernet and fiber switch brands
- Committed to driving technological advancements and fostering continued growth for NetApp in both existing and new accounts.
- Assessed risk factors associated with proposed changes prior to implementation; developing mitigation strategies that minimized potential disruptions or delays.

New Horizons Computer Learning Centers | Tempe, AZ
IT Adult Learning Trainer
01/2005 - 01/2007

- Was an instructor for the Microsoft MCSE Technical Track
- Taught A+ Certification Track
- Taught the Network + Certification Track
- Taught all Microsoft Office Suite Products

- Analyzed post-training surveys to assess effectiveness of delivered materials..
- Always revived Excellent Survey Results

EDUCATION

National Higher Diploma in Marketing and Sales Management (Partial)
Technikon SA
December 1994

Higher Education certification
Treverton College
December 1989

SKILLS

- Key account growth
- Sales Presentations
- Deal Closing
- Influencing skills
- Customer engagement
- Disaster recovery planning
- Storage hardware configuration
- Enterprise storage management

- Stragic Planner
- Collaborative Team Leader
- CRM software proficiency
- WordPress Website Design
- Data backup and recovery
- Storage tiering optimization
- Storage capacity planning

CERTIFICATIONS

- Network+
- Hitachi NAS
- Windows MCSE
- Google Ads Video
- Google Ads Display
- IBM Machine Learning

- Netapp
- Isilon
- VMWare
- Google Ads Search
- Google Ads Shopping

REFERENCES

References available upon request

LANGUAGES

- **Afrikaans**
  Fluent

HANDS-ON IT EXPERIENCE

Highly Skilled with any IT Infrastructure environment, such as Active Directory or any Directory services, DHCP, DNS, Content Filtering, SAN, and NAS Storage. I am currently working with: Docker, Linux (Desktop and Server), Proxmox Virtual Server, Nextcloud, OpenVPN, Twingate Zero Trust Security, and PiHole DNS Ad filter.
Currently taking the following classes at Udemy: Complete Python Programing, Google Generative AI Course, and AWS Certified Cloud Practitioner