

Ryan Karakani

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- OBJECTIVE** My objective is to work in team oriented setting, where I have the opportunity to work with other highly motivated individuals to accomplish tasks and goals set before us. I am also seeking an environment where I can take on challenging tasks, better myself as an individual, and have the opportunity to help others and give back to the community.
- EDUCATION** *Southern Methodist University* 08/2018 - 05/2019
Master of Science in Management
- Southern Methodist University* 08/2016 - 05/2018
Bachelor of Arts in Anthropology
- Los Angeles City College* 01/2015 - 06/2016
Humanities
- EXPERIENCE** *Petty Officer 2nd Class, Operations Specialist (Seabee Combat Warfare Specialist)*
May 2011 - September 2014
United States Navy, Sasebo, Japan
- Led and supervised junior enlisted sailors.
 - Conducted training, scheduling, and coordinated various jobs in a shipboard environment.
 - Interacted with junior and senior enlisted personnel, conducting briefings, writing reports, and evaluating the performances of other sailors.
 - Specialties included operation of GCCS-M (Global Command and Control Systems-Maritime), computer and communications operations, and operation of radar and repeater equipment.
- Technical Support Specialist* September 2010 - May 2011
Granbury Restaurant Solutions, Grapevine, TX
- Provided remote and on-site technical support for point-of-sale systems, system administration, networking, system building, and system deployment.
 - Critical duties in this position included customer service, time management, and technical competency.
- Technical Support* January 2009 - August 2009
TekSystems, Carrollton, TX
- Handled technical support calls and emails, monitoring service level times, and checking with end users to ensure reported issues were fully and satisfactorily resolved.
 - Responsible for conducting troubleshooting over the phone, remotely accessing user systems, and physical equipment troubleshooting.

- Supported software including Microsoft Office, Active Directory, Server Management System, and IssueTrak ticketing system.

iPhone Tier 2 Technical Support September 2008 - January 2009
Volt/Apple, Dallas, TX

- Assisted tier 1 agents with consults, taking ownership of advanced technical cases, providing supervisory support, and ensuring customers have an overall satisfactory experience with Apple and iPhone products.
- Responsible for troubleshooting advanced technical issues and also escalating cases to product engineers when necessary.
- Systems supported include Mac OS X, iPhone operating system, iTunes, and other Apple applications and hardware.

Field Engineer June 2007 - August 2008
Outernet, Dallas, TX

- Performed on-site and remote technical support, system administration, desktop and printer repair.
- Monitored and supported data center equipment.
- Set up and backed up existing work stations.
- Deployed new work stations, printers, and peripheral devices.

SKILLS

GCCS-M (Global Command and Control Systems) Operator
Linux Systems Operations
Microsoft Windows Operations and Technical Support
MacOS Operations and Technical Support
Network Technical Support
iPhone and Android System Support
Security Operations

LANGUAGES

Proficient Iranian-Farsi (DLPT Tested)
Intermediate Russian
Basic Korean and Japanese

COMMUNITY SERVICE

Dallas Farmers Market - *Information Booth Assistant* March 2016
Columbia West College, *English Language Partner* November 2014 - May 2015

EXTRA-CURRICULAR ACTIVITIES

SALUTE Veterans Honor Society April 2017 - Present
SMU Milvets, *Member* August 2016 - Present
SMU Russian Club, *Member* August 2016 - December 2017