# Ryan Stephens

Grand Rapids, Michigan

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ryanstephens.work

## Professional Summary

SRE-focused IT Professional with 9+ years of experience blending systems administration and software development. Proficient in Python, Go, and Java with hands-on experience in AWS, GCP, CI/CD pipelines, and DevOps practices. Proven ability to manage and scale complex, regulated IT infrastructures.

## Technical Skills

- **Languages:** Python, Golang, Java, JavaScript/TypeScript

- **Technologies:** AWS, Google Cloud Platform, Kubernetes, GitLab CI/CD, Selenium, SQL/MySQL, Active Directory, Hyper-V, ESXi, Veeam, Cisco, Fiserv Galaxy, Jack Henry Symitar, SMA Opcon

- **Compliance:** DIFS Regulatory Requirements, BRCP, NCUA Regulatory Compliance

- **Certifications:** AWS Cloud Practitioner (May 2025), Certified Kubernetes Administrator - The Linux Foundation (May 2025), CompTIA A+ (June 2019)

## Experience

- **PreSnap**  Austin, TX
  *Site Reliability Engineer*  *March 2021 - Present*
    - Designed and maintained site reliability infrastructure and advanced from Associate to Senior SRE. Delivered critical incident response and coordinated with third-party service providers.
    - Served as primary bridge between product and engineering teams, ensuring deployments adhered to reliability and performance benchmarks prior to release.

- **Healing Organic Garden**  Rockford, MI
  *IT Consultant*  *April 2020 - March 2021*
    - Architect for network infrastructure and security systems. Developed custom software solutions for inventory management. Provided technical support and system maintenance.

- **Michigan One Community Credit Union**  Ionia, MI
  *IT Infrastructure Manager*  *November 2016 - March 2020*
    - Managed IT operations across multiple locations and provided helpdesk support. Administered core banking platform and enterprise network ensuring regulatory compliance. Conducted vendor management, cost analyses, and security audits.
    - Led digital conversion projects and virtual environment implementation with backup and failover solutions.

- **Ionia Public Schools**  Ionia, MI
  *Infrastructure Support Technician*  *January 2015 - November 2016*
    - Provided helpdesk support for educational technology systems and managed endpoint deployments. Supported network infrastructure and domain controllers.
    - Assisted with infrastructure projects including virtualization implementation and server migrations.

## Education

- **Western Governors University**  Salt Lake City, UT
  *Bachelor of Science in Information Technology*  *January 2018 - 2020*

- **Heartlands Institute of Technology**  Ionia, MI
  *Computer Systems and Networking*  *2015 - 2017*