Ryan Peplinski

Mt. Juliet, TN
ryanpeplin@gmail.com
www.ryanpeplin.com

| PROFILE | Highly adaptable IT professional with a proven track record of rapid learning and applying new skills, seeking to leverage these abilities. Eager to contribute to a collaborative team and gain hands-on experience in a fast-paced development environment. |

EMPLOYMENT HISTORY

Aug. 2023 – Present

Client Support Specialist at Agile Ticketing Solutions
- Advise/educate clients within the procedural guidelines to ensure a complete solution to their technical and service questions.
- Compile and track projects and tasks related to clients.
- Use troubleshooting techniques and tools to identify the root cause of issues and to provide resolutions to the issue.

Nov. 2017 – Present

Freelance Debugger at Appen
- Debug data entry and processing workflows, optimizing data accuracy and efficiency for clients, operating under multiple non-disclosure agreements.
- Perform data entry and validation, identifying and resolving data inconsistencies and errors within complex databases.

Jan. 2022 – Mar. 2023

Clinical Laboratory Assistant at PathGroup
- Performed data entry concerning patient demographics information, copying requisitions for case folders, and imaging.
- Handled specialty specimens including assembling specimen folders, printing labels, sorting samples by department, filling out paperwork for add-on testing and sending out samples for reference testing.

Dec. 2018 – Oct. 2021

Cafe Manager at Books-A-Million
- Implemented inventory control systems that reduced waste and ensured consistent product availability.
- Operated Café equipment and prepared coffee, specialty drinks, bottled drinks, and baked and prepared goods.
- Managed a team of employees, providing training and coaching to ensure efficient operations and high-quality service.

EDUCATION

Aug. 2010 – Jul. 2018

Partial, Tennessee Technological University

Selected Coursework

- Statics
- Calculus I
- Calculus II
- Calculus III
- Dynamics
- German I

- Mechanical Engineering Analysis
- Dynamic Modeling and Controls
- Programming for Engineers
- Problem Solving Computer Programming
- Advanced Math for Engineers

- Energy Systems
- Matrix Algebra
- Machine Design
- Differential Equations
- Electric Circuits I
- Intro to Digital Systems

Aug. 2006 – May 2010

High School Diploma, Wilson Central High School

| HOBBIES & INTERESTS | Astrophotography, Hiking, Personal Server, Learning new coding languages |