

RYAN COUGHLIN DEBEASI

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SUMMARY

Versatile writer with knowledge of biology and information technology. Adept with web development and quick to learn new tools and concepts. Online portfolio: www.ryandebeasi.com

EDUCATION

- Boston University** – Boston, MA May 2008
- Bachelor of Science in Journalism, Boston University College of Communication.
 - Bachelor of Arts in Biology, Boston University College of Arts and Sciences.
 - Cumulative GPA: 3.20

EXPERIENCE

- Top Dog Solutions** – Boston, MA July 2008-Present
Support Analyst

- Solve problems, answer questions, and provide training for sales representatives and CFOs.
- Collaborate with programmers, the CEO, and partner companies to develop solutions.
- Write, edit, and lay out product documentation.
- Generate and track support tickets, follow up with users, and ensure that issues are resolved.
- Analyze and modify source code and database contents to carry out users' requests.

- ResNet Computer Labs** – Boston, MA August 2005-May 2008
Lab Consultant, Member of Summer Move-In Team

- Answered users' questions and fixed malfunctioning computers.
- Worked with staff from other departments to troubleshoot problems.
- Solved problems with file corruption, inability to connect to network, faulty Ethernet card, malfunctioning drivers, printer issues, spyware, and overheating.
- Received Employee of the Month award, December 2007.

- Network World Magazine** – Southborough, MA June-August 2005, 2006; July-August 2007
Contributing Writer

- Conducted interviews with industry analysts, a CIO, and a Mozilla developer, as well as researchers in academia, the Department of Defense, and NASA.
- Wrote a front-page story as well as an article that appeared on technology news website Slashdot and others that were each featured as networkworld.com's most-read story of the day.
- Developed the event calendar on networkworld.com's "research centers" and wrote detailed instructions for non-technical staff on using the calendar database.

- BusinessPlus Magazine** – Dublin, Ireland June-July 2007
Contributing Writer

- Wrote in-depth articles, technology reviews, and news briefs; proofread other writers' articles.
- Conducted interviews with business owners, recruiters, and accountants.

SKILLS

- Windows 98/XP/Vista/Server, Mac OS X, Linux, Microsoft SQL Server, Windows Terminal Services, FTP, email client setup, MS Office, HelpTrac, HTML, CSS, Dreamweaver, Quark, SAS, ProTools, Visual Basic.