Ryder Caswell

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Education

Indiana University, Luddy School of Informatics and Computing, Bloomington, IN   **Present**
Bachelor of Science in Computer Science
Majors: Artificial Intelligence, Software Engineering
Minor: Mathematics
Academic Honors: Direct Admit into Luddy School of Informatics, Computing, and Engineering

Experience

UITS Admin Client Technology Support Technician, Indiana University, Bloomington, IN **April 2023 – Present**

- **Managed institute devices** (loaners, deployments, decommission, maintenance, etc); **managed internal documentation** (updating, archiving, refining, creating, etc.).
- Supported faculty, staff, and researchers with hardware and software issues, improving productivity, safe data disposal, decommissioning of university & research hardware & data, & developed technical skills in updating system drivers, BIOS, & setting up workstations.
- Resolved over 700 software and hardware issues, improving system up-time and user productivity. Experience in secure data disposal and system maintenance following security protocols.
- **Derived Skills: Strategic & Critical Thinking, Analytical Problem Solving, Team Management**, Hardware/Software Support, SCCM, IT Operations, Technical Support (Windows, MacOS, Linux), Documentation Management, Scripting (Batch/Shell), GLPI Service Now, Customer Satisfaction, Computer Assembly/Repair, System Drivers/BIOS Updates, Sensitive Data Disposal

Freelance Computer Repair and Assembly, Bloomington, IN   **August 2022 – January 2023**

- Assembled and repaired hundreds of computers to meet customer requirements.
- Developed strong skills in diagnosing and resolving computer hardware issues.

Part-time Technician, BedLoft, Bloomington, IN   **July 2021 – August 2021 & July 2022 – August 2022**

- Delivered and installed mini-fridges and supplies to IU dorms.
- Lofted and built beds for dorm rooms, ensuring safe and timely installation.

Relevant Course

CSCI-C200: Intro to Computer and Programming
CSCI-C212: Intro to Software Systems and Programming
CSCI-C241: Discrete Structures for Computer Science
CSCI-C291: System Programming with C and UNIX
CSCI-B351: Intro to Artificial Intelligence

Derived Skills: Python, Java, C, Analytical thinking, Problem-solving, Low-Level Programming, Communication, Critical Thinking Under pressure, Time-management

Skills

Programming Languages: Swift, Python, C, Java, JavaScript
Package Managers: Yarn, NPM, Bun
IDEs: Xcode, VSCode, Google IDX, PyCharm, IntelliJ
Operating Systems: Windows, macOS, Linux
Tools: Git, GitHub, GitHub Actions, Homebrew, Firebase, Graphite
Other Skills: Document Management, Teamwork & Leadership, IT Software & Hardware Support, Microsoft Suite, GLPI, Service Now, SCCM

Projects

High's Hardware Store Management System (April 2024): *Developed a modular, object-oriented store management system to solve logistical problems, including inventory management, staff scheduling, and product location.* The program processed input/output via .txt files and handled commands like adding/removing items, finding products, and generating staff schedules. Collaborated with a team-member to implement the solution using Java, focusing on data structures, file management, and system functionality within existing business constraints.

References available upon request.