

Ryan M. Kurtz

IT SUPPORT PROFESSIONAL | TECHNOLOGY OPERATIONS | SOFTWARE DEVELOPMENT

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PROFESSIONAL PROFILE

IT professional with over seven years of documented Tier 1 and Tier 2 technical-support experience supporting hardware, software, workplace systems, account access, networks and telephony. Experience coordinating business technology, vendor relationships, incident handling, documentation and user training. Currently developing software and shared account services through Kurtz Global Entertainment Inc.

CORE TECHNICAL SKILLS

Service desk: ServiceNow, Zendesk, Jira, ConnectWise, Autotask, incident triage, service requests, SLA-aware prioritization, escalation, documentation and user support.

Workplace IT: Windows 10/11, Windows Server, macOS, Microsoft 365, Microsoft Teams, RDP, VPNs, hardware and peripherals.

Identity / Network: Active Directory, Microsoft Entra ID, account provisioning, MFA, DNS, DHCP, TCP/IP, LAN/WAN, VoIP (3CX, Mitel, RingCentral, Nextiva).

PROFESSIONAL EXPERIENCE

Kurtz Global Entertainment Inc. | Founder & CEO / Software Engineer | Aug 2026–Present

- Plan and develop cloud-connected applications, account services, administrative tools and databases.
- Diagnose application, account-access, configuration and connectivity issues; document operating procedures and troubleshooting guidance.

Kurtz Global Media Inc. | CEO / Digital Operations Lead | Feb 2025–Jun 2026

- Led day-to-day technology operations supporting digital systems, communications and content delivery.
- Coordinated technology requirements, vendors, issue resolution and support guidance for remote teams.

Universal Orlando Resort | Security Officer | Jul 2025–Jun 2026

- Handled guest incidents through structured communication, prioritization, documentation and escalation.

DealerIT Group | IT Support Specialist — Remote | Oct 2022–Jan 2025

- Provided Tier 1/2 remote technical support to nationwide dealership clients, handling approximately **20–30 tickets and 15–25 calls daily**.
- Troubleshot Microsoft 365, Windows, Active Directory / Entra ID, MFA, DNS, DHCP, VPN, RDP and VoIP issues.
- Maintained case notes, diagnostic history and escalation documentation in service-desk platforms; prepared support procedures and user guidance.

Ford of Clermont | IT Manager / Customer Relations | Jun 2018–Sep 2022

- Supported dealership workstations, point-of-sale and business applications, networks, phones, peripherals and Microsoft 365.
- Handled onboarding, account access, vendor coordination, equipment procurement, user training and technical documentation.
- Earned Ford Certified STARS recognition.

Kurtz Industries Inc. | Owner / IT Operations Lead | Jan 2005–Jun 2018

- Provided hands-on technical support for computer hardware, software, networking, system setup and customer training.
- Managed day-to-day business operations including support, inventory and customer relations.

EDUCATION

Penn State University: Master's program in Computer Science, in progress (began 2026).

Ashford University: Master of Arts in Organizational Management, 2018.

Ashford University: Bachelor of Arts in Finance, 2014.

CERTIFICATIONS AND RECOGNITION

CompTIA A+, Network+ and Security+ — **in progress, not yet earned** | Ford Certified STARS | Golden Key International Honour Society | Dean's List (six-time recipient)