

Ryan E. Pfister  
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- OBJECTIVE:** To obtain a full-time position in a field related to information technology.
- EDUCATION:** **The Pennsylvania State University, Schreyer Honors College** University Park, PA  
Bachelor of Science, Information Sciences and Technology Graduated May 2009  
Bachelor of Science, Economics  
Cumulative GPA: 3.98
- EXPERIENCE:** **IBM Global Business Services Herndon, Va.**  
*Consultant* – September 2009 – Present
- Managed teams to test and certify correct setup and configuration of over 500 call center workstations at locations throughout the United States
  - Provided on-site technical support to call center supervisors and agents
- Reading Eagle Company Reading, Pa.**  
*Reporter* – May 2009 – August 2009
- Reported on a variety of local events
  - Learned to use a new obituaries entry system and trained others to use it
- Merrill Lynch New York, N.Y.**  
*Equity-Linked Technology Summer Analyst* – June 2008 – August 2008
- Developed a framework to simplify source code compilation into business-deliverable software; estimated to save dozens of software developer hours
  - Released new features to simplify maintenance of an order management software system within three weeks of arrival
  - Received the highest possible rating on final performance review
- The Daily Collegian State College, Pa.**  
*Web Editor* – September 2007 – May 2008
- Responsible for organizing and editing news content on a Web site that averages over 19,000 unique visits a day
  - Set seven new monthly site traffic records
  - Managed the deployment of a new Web publishing system
  - Integrated a wiki-based intranet to streamline information sharing among over 200 staff members
- Citigroup Radnor, Pa.**  
*Application Developer* – May – August 2006, May – August 2007
- Developed a Java and Oracle-based data acquisition system that gathers data from over 20 different sources using Web scraping and Web services
  - Created an ASP.NET Web-based front-end for the system that traders regularly consulted when making \$100,000+ transactions
  - Streamlined end-of-day accounting by linking Excel spreadsheets directly to a company database
- SKILLS:**
- **Programming/Markup Languages:** Extensive development in HTML, CSS, ASP.NET, C#, VBA, Java, SQL; familiar with PHP, Ruby, Perl and Python
  - **Software:** Microsoft Office, Adobe Creative Suite, Visual Studio, Eclipse
  - Web hosting configuration, search engine optimization, project management, written and multimedia news reporting
- HONORS:**
- Eagle Scout, Boy Scouts of America
  - High School Valedictorian
  - Selected for the UWIRE 100: “The best and brightest student journalists”