

# RYAN HEARD

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## BACKGROUND

I have been a dedicated employee at Principal Financial Group for 19 years. I got started with the company as an IT Intern while studying for my Computer Programming associates degree. The majority of my career has been in mainframe development & infrastructure support. The past 2 years have been more focused in the distributed environment. My current role is to provide infrastructure support for the Retirement and Investor Services business unit in all facets.

## EXPERIENCE

3/13/2010 TO PRESENT                      Principal Financial Group                      *Des Moines, IA*  
**IT APPLICATION ANALYST-SR.**

- Provide infrastructure support for the Retirement and Investor Services business unit
- Vendor product installation/support
- Application performance tuning
- Staff Education
- Problem Management
- Executing projects to serve business objectives
- Business unit representative on Principal Financial Group's IT recruiting committee
- Oversee IT internship program for the Retirement Investor Services business unit
- Experienced hiring Center of Excellence
- Supporting new ways of getting work done including IT codejams and internal open code initiatives

6/30/2001 TO 3/12/2010                      Principal Financial Group                      *Des Moines, IA*  
**IT APPLICATION ASSOCIATE-LEAD**

- Provide infrastructure support for the Retirement and Investor Services business unit
- Vendor product installation/support
- Assist staff in executing tasks to complete projects
- Executing projects to serve business objectives
- Business unit representative on Principal Financial Group's IT recruiting committee
- Worked with leadership group to coordinate the IT internship program for the Retirement Investor Services business unit

8/16/1997 TO 6/29/2001                      Principal Financial Group                      *Des Moines, IA*  
**IT APPLICATION ASSOCIATE**

- Assist in provide infrastructure support for the Retirement and Investor Services business unit
- Executing projects to serve infrastructure objectives

5/1/1997 TO 8/16/1997                      Principal Financial Group                      *Des Moines, IA*  
**IT INTERN**

- Worked on projects to help the direction of the team
- Learned valuable skills and business acumen

## EDUCATION

1996-1998                      Des Moines Area Community College                      *Ankeny, IA*  
**ASSOCIATES IN COMPUTER PROGRAMMING – GPA 4.0**

## REFERENCES

References are available on request.