

CURRICULUM VITAE

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Professional Summary

Ryan Yacono is a Cellebrite Certified Mobile Examiner, Cellebrite Certified Physical Analyzer, Cellebrite Certified Operator, and Cellebrite Mobile Forensic Fundamentals certificate holder. With over two decades of experience in various Information Technology disciplines, he has also served in the roles of Senior Systems Analyst, Data Analyst, Development Support Specialist, Product Manager, Implementation Manager, Systems Engineer, IT Administrator, and HIPAA Compliance Officer.

In addition to being the founder and owner of Crossroads IT, LLC, aiming to bring professional IT administration and consulting to small businesses, Ryan is also an independent mobile forensics investigator/consultant based out of Rochester, NY. His familiarity with modern and legacy computer systems, as well as his extensive background in professional data mining and analysis serves as a backdrop to the specialization of both Ryan and Crossroads IT to deliver comprehensive IT services to small businesses in the Monroe County area.

Training/Education

- Cellebrite Certified Mobile Examiner (CCME)
- Cellebrite Certified Physical Analyst (CCPA)
- Cellebrite Certified Operator (CCO)
- Cellebrite Mobile Forensic Fundamentals (CMFF)
- Magnet Forensics “Mobile Forensics: Recovering Data You May Be Missing”
- Mobile Forensic Investigations: A Guide to Evidence Collection, Analysis, and Presentation, Second Edition - Lee Reiber
- Hawk Analytics “4 Major Carrier Breakdowns – How to Interpret Your Returns”
- Cellebrite “Checkm8 and Checkra1n – Full Filesystem extractions for iOS devices”
- Cellebrite CCME Workshop
- Magnet Forensics “An In-Depth Look at Different Password Bypass Options”

- Hawk Analytics “6 Things Every Prosecutor Needs to Know About Cell Phone Records in Court”
- Cellebrite “Fighting the Narcotics Epidemic with Analytics”
- Magnet Forensics “Mobile Trends, Tools, and Methods”
- Cellebrite CCPA Trainer-Lead In-Person Training (24 hours)
- Hawk Analytics “Specialized Location Records”
- Cellebrite “Fact or Fiction: What do you really know about iOS 13?”
- Cellebrite CCO Trainer-Lead In-Person Training (16 hours)

Professional Skills

- Over 20 years of experience (15 professional) in various roles residing in the Information Technology sector
- Extensive experience data mining all sizes of databases, including T-SQL, SQLite, and flat-file systems
- Wide-ranging knowledge of computer hardware and software troubleshooting, in both familiar and unfamiliar configurations
- Certified mobile extraction professional
- Web page design / development
- Expertise in computer repair / construction
- Experience in all aspects of personal computers
- Broad knowledge of all versions of Windows Operating System
- Extensive knowledge and experience various software applications
- Strong understanding of cloud computing and storage applications
- Active proficiency with various computer hardware and configurations
- Extensive knowledge with the technical workings of computer components
- Vast experience with networking and computer telephony
- Planned, developed, and administered various IT configurations / solutions for both public and private companies
- Mobile device troubleshooting; software and hardware
- Experience with various data recovery techniques for both mobile and computer devices

Professional Experience

Founder & CEO | Crossroads IT, L.L.C. | 2018 – Present

- Mobile Forensics Investigator / Consultant - Comprehensive information technology administration and management for small business and residential clients - For full range of professional services rendered, please visit: www.XRoadsIT.com

Senior Product Analyst / IT Administrator | VOV Enterprises inc. | 2017 – 2018

- Product manager and developer for internal CRM and external product; both built on Salesforce platform. - Database administration for primary software deliverables - Developed and built support processes and structures from the ground up on extremely limited budget. - Served as IT administrator for 90% of budgeted hardware, software, and peripheral acquisitions - Created and maintained all non-HR related onboarding and off-boarding processes – Managed, authored, and enforced company-wide HIPAA compliance documentation and practice adherence - Created comprehensive, easy to understand technical and training materials, eliminating on-site training costs.

Development Support Engineer | Lime Energy Inc. | 2015 – 2017

- Heavily involved in data-mining and report building to troubleshoot and investigate software and data issues - Administrative role implementing, developing, and maintaining company-wide data management system – Key decision-maker in the software development lifecycle; involved in QA, UAT, and Release Management - Collected end-user requirements, and consults with dev on proprietary platform solutions and features - Managed and implemented simultaneous high-profile projects with tight deadlines - Served as a regional IT administrator presence for local and off-site satellite offices - Bridged a vital gap by serving as liaison between customer and development groups.

Various Development Engineer Roles | Xerox Global Services | 2009 – 2015

- Data mining multi-tiered SQL DB's for use in reporting and evidence-building in software bug investigations - Provided guidance and support to internal teams as a liaison between customer and product dev teams Considered a SME on multiple Xerox software offerings for both mid-level business, and end-user applications - Identified opportunities for workflow process improvements to track issues through multiple suite-level offerings - Chaired weekly meetings with development groups ensuring timely bug resolution pre and post product release - Designed and implemented streamlined support structure processes involving multiple partners - Directed end-user and development interactions facilitating support, training, and solution implementation - Managed networked test environments in both virtual and physical flavors - Software and configuration troubleshooting support in customer environments - Trained and managed new customers as solutions were deployed.

Technical Systems Engineer – Various Lvl's | Fuji Film E-Systems | 2005 – 2009

- Data mining to ensure proper SLA fulfillment and process adherence as well as software bug identifications - Comprehensive support of printing shops ranging from industrial hubs to mid-level

outlets to small shops - Product QA and deployment responsibilities, working closely with development and hosting teams - Drove documentation and re-configuration to ensure cost-savings by repurposing legacy hardware - High profile, emergency triage responsibilities during software implementation windows - Provided untrained end-users the support needed to solve problems independently and remotely.