

RYAN WARD



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PROFESSIONAL SUMMARY

Certified Computer Repair Technician successful at developing unique troubleshooting techniques. Qualified to repair both Windows and Mac operating systems. Recent top honor college graduate with Computer Maintenance degree.

SUMMARY OF QUALIFICATIONS

- Test Out PC Pro Certified December 2015
- Excellent problem-solving abilities
- Self-motivated
- Proficient with Microsoft Office
- In-depth knowledge of Adobe Photoshop CS
- Hard worker and quick learner

EDUCATION

Texas State Technical School

December 11, 2015

Associate of Applied Science: Computer Maintenance

- Dean's List Fall 2012
- Dean's List Fall 2013
- Phi Theta Kappa Alpha Omega Chapter Induction Summer 2014
- President's List Fall 2014
- President's List Spring 2015
- Dean's List Fall 2015
- The Texas Science, Technology, Engineering, and Math (T-STEM) Challenge Scholarship Spring 2015
- Vice Chancellor's Honor Roll Dec 2015
- Graduated with honors

WORK EXPERIENCE

October 2015 - IT Support

Texedo Technologies – Weatherford, TX

- Research and build custom systems
- Remote PC support
- Cat5 network cabling (run, terminate, test, and label)
- Relocate client office PCs and printers
- Mac and PC troubleshooting and diagnostics

September 2016 - IT Support, Tech

Nextlink High Speed Internet – Hudson Oaks, TX

- Worked/Install Polycom phone's VVX series
- Worked/Installed PA systems
- Cat5 network cabling (run, terminate, test, and label)
- Worked/Installed Fax ata's
- Worked/Installed Cisco Spa 8000, 112, 122
- Configured custom softkey and overrides for devices and phones
- Worked on Netsapiens platform
- Worked on FaxBack platform
- Created Install guides & videos for our customers to help install our equipment
- Worked with customers IT to get proper firewall rules in place and vlan tagging for our voip devices
- Troubleshot analog wiring issue
- Trained customer on how to use the phone's & features
- Worked on 66 blocks for hooking up analog fax/phone lines
- Remote teamviewer support with customers and ata devices
- Remote troubleshooting wiring issue with customer and install techs
- Remote MikroTik NAT rules, port forwarding, pptp tunnels, option 66, pcaps

SKILLS

- Adobe Photoshop CS
- Adobe Dreamweaver
- Windows Vista, 7, and 10
- Apple OS X
- Linux Ubuntu
- Wordpress
- Microsoft Hyper-V Server 2008/2012 R2
- Microsoft Server DHCP and DNS
- Website development and maintenance
- Mac and PC diagnostics
- Network troubleshooting
- Mac and PC system upgrades
- Bootcamp dual OS boot
- MikroTik router
- Ubiquiti
- Implementation
- iPhone and Android devices
- Polycom
- Yealink
- Snom
- Panasonic cordless
- Netsapiens
- Fax
- PBX
- Sip Trunk
- Basic XML coding
- Analog
- VOIP
- Pots Line
- Call Flow
- Help Desk
- Troubleshooting