

RYAN MORGAN

(352) 631-7673

RYAN.W.MORGAN@ICLOUD.COM

WWW.LINKEDIN.COM/IN/RyanWilliamMorgan

HTTPS://RWMPHOTOS.WIXSITE.COM/EPORTFOLIO

With **4 years on-the-job IT experience**, I am seeking to grow my personal brand, and develop my skillset beyond basic repair tasks and help-desk calls. I have manned help desks, repaired devices, shipped and received client and store-stock devices, provided phone support and maintained computer networks, and overall have prepared myself for the job roles I seek to take on though formal education and informal learnings.

Experience

Repair Agent (2017 – Current)

- **Repair and fulfillment role.** administration functions, client billing and parts receivable.
- **Documented each repair** using order service management software
- **Performed client education** on basic through advanced software and OS use.
- **Trained a small team** (5-10 employees) and supported on repair techniques.

Counter Agent (2016 – 2017)

- Performed general **help desk tasks**. Client-facing role as primary point of contact.
- **Consulted with clients** to diagnose the root cause of the malfunction.
- Selling devices and support options to clients.
- **Timely and thoroughly document a work order** with relevant troubleshooting.

Operations Agent (2015 – 2016)

- **Parts/product outgoing and inbound.** Maintain call logs, answering phones.
- Shipped and received hundreds of store-stock and client devices to repair.
- **Performed daily call log** to keep clients in contact on repair.
- **Hardware and software diagnostics** on Windows and Macintosh PC's

Education and Certificates

Santa Fe College (Estimated Graduation May 2020 w/BAS in IST)

Apple Certified iOS Technician (ACiT) – 2017

References

Mari Jayne Marie Frederick, Ed.D.

Asst. Professor, ITE Networking

mj.frederick@sfcollge.edu

Vilma E. Fuentes, Ph.D.

Assistant VP for Academic Affairs

vilma.fuentes@sfcollge.edu

Key Skills

Client Communication Soft-Skills

Accurate and Thorough Documentation

Small Team + Project Leadership Experience

Customer Satisfaction

Cost-Effective Repairs

Sense of Urgency

Experienced in Retail Environments

Technical Proficiency

Windows Operating System

- Vista
- Windows 7
- Windows 8 (and 8.1)
- Windows 10

Mac Operating System

HP Touchscreen POS Systems

Windows Server Essentials 2016

iOS (Apple Mobile OS)

Android OS

Microsoft Office

- Word
- Excel
- PowerPoint
- Outlook
- Visio