

# RYAN J. FANN



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*Complete Job History and Professional References can be provided upon request*

- **Results-oriented professional** with a passion for building strong relationships and fostering a positive work environment.
- **Proven ability to exceed sales/revenue goals** in a competitive industry. Skilled at leveraging technology (Word, Excel, PowerPoint, Salesforce) to streamline operations and improve efficiency.
- **Extensive experience** using communication platforms (Skype, Teams, Zoom, Slack, Discord, RingCentral) to ensure clear and effective communication across all levels.

## Key Competencies

- ✓ Customer Acquisition/Management
- ✓ Referral/Repeat Business Generation
- ✓ 100 Word Per Minute - Typing
- ✓ Complaint Handling / Resolution
- ✓ Organizational & CRM Management
- ✓ Excellent Correspondence Skills
- ✓ Microsoft Office/Excel Certified
- ✓ Team Leading / Team Building

## Key Work Experience

### **Nexstar Media**

*October 2024 – Current*

### **IT Admin/Engineer**

*Maintain and implement all critical and technical systems for both production and corporate environments. Learn and adept new and exiting technologies for a seamless media experience.*

- ❖ Built from the “ground up” a CTV studio and launched EL+ our mobile app
- ❖ Coded Scripts, Plugins, and Webpages for production use

### **Push Button Vending**

*May 2018 to August 2023*

### **Office Manager**

*Assist Clients, Employees, and Owners with Day-to-Day*

- ❖ Responsible for creating leads, schedules, training, interviewing, inventory, and light accounting
- ❖ Reduced redundancies and doubled profit consistently after 90 days.

### **Virginia College**

*February 2017 – December 2018*

### **Admissions Representative**

*Assist potential students throughout the college admissions process!*

- ❖ Responsible for meeting and exceeding a variety of complex/detailed performance metrics
- ❖ Responsible for all interactions with students from the initial request for information to the provisional enrollment period and beyond

### **Full Creative**

*May 2015 – February 2017*

### **Remote Account Manager**

*Assist clients in an account management role via a remote desktop from home.*

- ❖ Responsible for meeting and exceeding call standards, ethics, and requirements
- ❖ Responsible for all interactions with clients of answering service

### **Suddenlink Business**

*February 2013 – April 2015*

### **Commercial Account Manager**

*Maintain current relationships and grow business opportunities through cold calling/ prospecting leads*

- ❖ Sold maximum commission modifier first month on floor and consistently met quota
- ❖ Created quote generators, trained on new products/services, and Refer-a-business