Ryan Erfe

Contact

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Objective

Diligent professional with two years of experience and a proven knowledge of desktop technology, troubleshooting, and customer service. Aiming to leverage my skills to successfully fill the IT Specialist role at your company.

Education

UNITEK COLLEGE
Concord, CA
Diploma IT (Dec 2017)
Awards & Honors
Perfect Attendance Award

CONTRA COSTA COLLEGE
Economics Associate Degree (2016)

Hercules High School
Diploma

Certifications

Comptia A+
Comptia Network+

Key Skills

- Windows desktop 7/10 configuration and installation.
- Office 365
- Active Directory.
- Technical Documentation skills
- PC hardware troubleshooting
- IOS/Apple mobile knowledge
- VMware

Soft Skills

- Interpersonal Problem Solving
- Great Communication skills
- Strong commitment to customer satisfaction
- Flexibility
- Time Management

Professional Experience

SALES ASSOCIATE

UPS Store, Pleasant Hill, CA/ October 2020 – current

- Resolved multiple networking issues within the hour, which allow the store to continue sale operations.
- Utilized Workstation Database in order to ship and check in packages and shipments.
- Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.
- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders
- Trained staff into learning the new system for checking in packages, setting up mailboxes, and for checkout.

RETAIL SERVICE TECHNICIAN

Fry's Electronics, Concord, CA /Feb 2019 – Feb 2020

- One year experience of diagnosing and resolving technical issues with hardware or software systems.
- Document and maintain procedures through ticketing systems and maintain customer records.
- Time management through prioritizing wisely, planning ahead, and communication with coworkers in order meet customer satisfaction.
- Performed full system builds which include installing power supplies, updating drivers, and installing software programs.
- Followed instructions in manuals in order to set up gaming chairs, rgb controllers, and cashier printers

IT INTERN

Kaiser Permanente, Antioch, CA /Nov 2017 – Jan 2018

- Migrate Windows 7 to Windows 10
- Image computers and then setup in offices.
- Built and utilized reporting systems to keep customers and management in loop with latest information