

RYAN ALHELWANI

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Authorized to work in the US for any employer

WORK EXPERIENCE

IT Technician

Notebookavenue.com - Anaheim, CA

January 2015 to Present

installation, testing, repairing, and troubleshooting personal computers and laptops, computer networks, printers, scanners,

troubleshooting hardware and software problems.

setting up computer equipment and operating systems.

Doing RMA and ticket system and follow all process

Customer support troubleshoot over phone and remote

data recovery

windows install

mac os upgrade

Fix iPhone and tablet android phone and screen replacement

maintain the network server of the company { users ~ hyper v and on cloud server

backup workstation and keep all updated }

Technical Support

Digital Doc, LLC - Anaheim, CA

February 2016 to December 2016

fix computers and laptop , installing OS remove viruses troubleshooting Mac fix cellphone and tablet iPhone and Android

open tickets for customers and follow with them

SKILLS

- Desktop Support
- Help Desk
- It Specialist
- Network Support
- Comptia
- Computer Repair

- Information Technology

ASSESSMENTS

Basic Computer Skills: PC — Highly Proficient

July 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: https://share.indeedassessments.com/share_assignment/gjifipormh1ay1rv

Technical Support — Proficient

July 2019

Applying protocols to identify errors and solutions in order to maintain system function.

Full results: https://share.indeedassessments.com/share_assignment/nkh8mt6slxkmtmbv

Customer Focus & Orientation — Proficient

July 2019

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_assignment/ttkfnxjzarils4az

Technical Support — Highly Proficient

November 2019

Performing software, hardware, and network operations.

Full results: https://share.indeedassessments.com/share_to_profile/bcad5118b07fe1014db723f0a667512eed53dc074545cb7

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