

# Ryan Sanchez

Rialto, CA 92376

Cell: (909)379-4280

[Ryan.Sanchez20@gmail.com](mailto:Ryan.Sanchez20@gmail.com)

---

## Summary

Experienced and knowledgeable information technology professional, with two years experience, seeks to contribute his training and acquired skills within a Tier-2 technical support and/or help desk role.

---

## Highlights

- Active Directory
  - License provisioning for Office 365
  - Customer service
  - Documentation
  - Critical thinking skills
  - Travel to on-site emergencies
  - Provisioning desktops per company standards
  - Email Filtering (Proofpoint, Mimecast)
  - Citrix administration
- 

## Employment History

### **Mobiz IT – Service Desk Analyst - April 2020 to Present**

- Communicated with customers from dispatched ticketing system
- Worked with multiple company's in a fast-paced environment
- Remote into customer devices to resolve issues (TeamViewer, Connectwise, Kaseya)
- Escalated tickets after a set time limit
- Use pre-created Powershell scripts and commands
- Create call queues, auto attendants, assign phone numbers with Microsoft Teams
- Manage Office 365 Administration console (Exchange, Azure AD, Endpoint, Teams)

### **Dependable Personnel Staffing - IT Associate – April 2019 to March 2020**

- Create and manage print servers
- Set up VOIP for new employees
- Adjust EDI orders and ERP system to company needs
- Join users to company domain
- Install printers and assign static IP address and join to print server

### **The Home Depot – Inbound Clerk - February 2014 to August 2016**

- Logged work orders onto Microsoft Access
  - Find evidence of work order in Warehouse Management System (WMS)
  - Input time cards
  - Audited and filed received orders to company's standards
- 

## Education

### **Mt. San Antonio College – Walnut, CA**

- Associates in Science for Computer and Networking Technology 2016 – 2018

### **La Sierra High School – Riverside, CA**

- High School Diploma - 2008

## Certificates

- Citrix Certified Associates Virtualization: CCA-V
- Citrix Content Collaboration – CC-Content Collaboration
- Managing Microsoft Teams: MS-700