

Ryan Erfe

Contact

Hercules, CA
(510)575-5121
ryanerfe@yahoo.com

Objective

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

Education

UNITEK COLLEGE

GPA:4.0

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

- Phone Support
- Windows 10
- Troubleshooting
- Firewall and Wi-fi setup
- Ticket Management
- Windows Server 2012

Soft Skills

- Punctual
- Communication
- Multitasking

Professional Experience

RETAIL SERVICE TECHNICIAN

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

- Constantly monitor individual queue to resolve routine and non-routine desktop issues and requests
- Escalate issues as appropriate and act as a technical escalation point
- Maintain a high level of customer satisfaction through listening to customer's issues and meeting customer's expectations.
- Update knowledge base and keep customers informed of computer status
- Identify technical and process issues and recommend improvements
- Achieve target ticket volumes and ticket resolution levels

Key Achievements

- Identified ink refill quality issue with the RIS ink machine.
Discovered low print quality from ink refills were due to expired 2-3 year old ink bottles. Replacing them meant less customer returns on ink refills.
- Customers left positive feedback on Fry's electronics website describing my patience and helpfulness in resolving their issue.

IT INTERN

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

- Provide printer support
- Updated and re image computers
- Built and utilized reporting systems to keep customers and

- Customer Service
- Teamwork

- management in loop with latest information.
- Deploy Desktop computers into IT Offices.