

Ryan Erfe

Contact

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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
- Customer Service
- Teamwork

Professional Experience

SALES ASSOCIATE

ups store, Martinez,ca/ october 2020 - current

- Pack and carry boxes up to 50 pounds by myself.
- Organize and clean the retail area so it's presentable for the customer.

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