**Ryan Kennedy (CompTIA A+ Certified)**

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Cell phone: 916-969-7490

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**Technical Skills**

* + **Hardware:** Desktops/Laptops, iPhone and Google Pixel repairs/modifications, Routers, Switches, Hard drives/Solid state drives, Wireless cards (NICs), monitors, CPUs, Building PC’s, Motherboards, Network Cabling (Cat5e, Cat6 Etc.), Troubleshooting.
  + **Software:** WinRAR, Virtual Machines, Windows 10, Reimaging Laptop/Desktops, UVK, Malwarebytes, CCleaner, Microsoft’s Recovery Tool, Making bootable USB’s with Linux and Windows 10, CMD Commands
  + **Networking:** Setting up SOHO Networks, Maintaining the network’s firewall, ACL’s (Account Control List), Setting up an Active Directory and implementing the correct permissions to the employees, Subnetting, Configuring Access Points/Routers to be secure
  + **Operating Systems:** Windows Vista, Windows 7, Windows 8/8.1, Windows 10, Linux

**Degree and Certifications**

Asher College – Associate of Applied Science Degree in Computer Information Graduated November 2020

CompTIA A+ Certified October 2019 to October 2022

Network Plus certification in progress

**Asher College PC Support Technician -** March 2019 to November 2020

Identify potential issues that could adversely impact end-user computer experience and explain corrective action with customers regarding their PC, Desktop Computer, or Notebook. Write up all information on Asher College intake form. Trouble shoot software and hardware failures, virus removal, documenting all repairs made to their equipment. Proficient in Microsoft Word, Microsoft Excel, Microsoft Outlook.

**Professional Artist -** 2014 to Present

Create and sell custom art work to clients. Paint and sell custom murals, canvas, sketches and glass art.

**Safeway Grocery Clerk/Personal Shopper -** October 2017 to February 2019

Delivered customer service at Safeway as a grocery clerk and in the Dot com department as a personal shopper. Responsible for drive up and go orders, working with customers, answering/making calls and working the cash register and computer managing orders.

**Toys R Us, Associate -** September 2016 to January 2017

Efficiently moved product between delivery vehicles and staging areas, organized boxes onto platforms, transferring merchandise to the sales floor, placing merchandise on shelves, scanning barcodes, placing and scanning online orders into bay locations for outgoing FedEx orders.