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| Ryan Watson  5605 80th St. NE, Marysville, WA 98270 · (253) 217-5211  ryantroma@live.com |
| Seeking an IT Technician or Junior Network Administrator position at Z Networks. Hoping to further my networking skill set to take on greater responsibilities within the department upon graduating from SNHU with a BS in Information Technology. |

# Experience

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| May 2019 – PresentSystem Support Technician, Bartell Drugs Providing on-site, email, or over the phone technical support for pharmacy, POS, and retail office environments. Maintaining stocked work vehicle, organized supply room, and inventory recycle program. Balancing workload between projects, tickets, and daily requests. Collaborating with peers, system administrators, and venders to understand problems and find solutions. Working with management to develop and execute projects or workflow procedures.  **Serviced Devices**  Windows workstations, Linux POS registers, Mitel VoIP phones, Cisco/Meraki network devices, Sophos firewalls, Bigleaf SD-WANs, Maglock control units, Lexmark Printers, and various retail pharmacy specific devices.  **Notable Work**  Worked closely with network engineer and provided network on-call coverage. Work included switch and AP configuration and deployment, Sophos firewall firmware update and hardware replacement, SSL VPN troubleshooting and profile creation, VoIP network trouble shooting, SD-WAN and ISP troubleshooting, and analog phone line testing. |
| December 2016 – May 2019Assistant Store Manager, Bartell Drugs Leading and developing staff and store level management teams. Creating an effective and organized work environment to maximize productivity with available labor and skill sets. |

# Education

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| Onging 2018 - 2023B.s. informational technologies, Southern New hampshire university With a focus in Network and Telecom.  *Relevant completed courses include*:   * Computer Platform Technologies (CompTIA A+ focused study) * Network & Telecom Management (CompTIA Network+ focused study) |