**Ryan Lam**

**21211 Ponderosa, Mission Viejo, Ca. 92692**

**(949) 394-4628 rlam13@hotmail.com**

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| **OBJECTIVE** | To utilize my knowledge and problem solving capabilities in order to become an efficient team leader and member. |
| **SKILLS**  **AND**  **STRENGTHS** | * Project Management * Experience as an Information Technology and Operations Director * Advanced Excel, basic knowledge of general coding * Experience with multiple gateways and API integration |
| **EXPERIENCE** | **The Comtel Group (October 2019 - January 2020)**  *Analyst*   * Contracted analyst for telecommunications such as POTS, SD WAN, PRI setups * Restructured enterprise level telecommunications systems based on customer needs   **Parker Hannifin Aerospace (October 2018 - February 2019)**  *Operations: Scheduling*   * Managing employee jobs and projects * Inventory management, ordering, and payments * Vendor management   **ExpiTrans (February 2016 - February 2018)**  *IT &Operations Director*   * Backend development on eCommerce projects for over 100 merchants portfolios * Oversaw operations, customer service, and tech team divisions * Managed recruitment, pay hours, bonuses, and vendor purchasing/negotiation. * In charge of over 10,000 merchant portfolios * Managed a team of 300 outside agents and 40 in-house employees * Worked directly with President and CEO on projects involving company expansion.   **Jackson Hewitt Inc. (October 2013 - April 2015)**  *Regional Tech Manager*   * Monitored 370+ locations across California, Nevada, New Mexico, Texas * Purchasing management for computers and products * Server management * Inventory management.   **Kinetisys (October 2011 - August 2013)**  *IT Tech supervisor*   * Troubleshooting network issues * Built computers and kiosks |
| **EDUCATION** | **Chapman University, Saddleback College, IVC**  3 years of classes in Business Administration and Computer Science |