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|  | |  | | --- | |  | |  | | **Ryan Kenneth McCloud** | | **74 Belle Maiosn Ave.**  **Las Vegas NV**  **89123.**  **Tel: 702-903-5964  Email: rykmc45@gmail.com** | |  | |  | |  |

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|  |  | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | **Profile** http://www.resumeimproved.com/templates/18/headimg.jpg |  | |  | | |  |  | |  | | | I am a friendly, loyal and clearly dedicated individual who has an ambition to succeed in any given environment. Although I have extensive experience in customer service, office work, hospitality, and technical support. I love to learn, and am always up to a challenge whatever the situation. I enjoy working with others, work efficiently on my own. I am seeking a position where I can develop and excel while giving my best to an employer. |  | |  | | |  |  | |  | | |  |  | |  | | | **Education** http://www.resumeimproved.com/templates/18/headimg.jpg |  | |  | | | University of Ashford Clinton, Iowa Bachelors Environmental Studies (Oct. 2010 – Feb. 2012 ) |  | |  | | | University of Ashford  Clinton, Iowa  Associates of Arts Business ( Jan.2008- Oct. 2010 ) |  | |  | | |  |  | |  | | |  |  | |  | | | American Home School  Las Vegas, Nevada  Diploma (1999) |  | |  | | |  |  | |  | | |  |  | |  | | |  |  | |  | | | **Work Experience** http://www.resumeimproved.com/templates/18/headimg.jpg |  | |  | | | |  |  | | --- | --- | | Tesla (Desktop Support) (Jul. 2017 – Current) | | |  | Provide assistance with solar inverters and micro-inverters, troubleshoot AC and DC solar issues, provide assistance with batter backup systems and power wall support. Proactively troubleshoot solar systems remotely. | |  |  |  | | --- | --- | | CML Media (IT Desktop Support) (Jan. 2017 – Apr.2017) | | |  | Provide assistance with Microsoft/apple related issues, as-well as Avaya phone systems. Implement these systems for training rooms of various sizes, create new drops when necessary, and facilitate a constant changing environment. Domain and group policies. Create and implement images for new work stations, preserve data on work stations of former employees. Windows Administration tasks, password resets and software and hardware support. Set up patch panels and create network drops for model training rooms and conference rooms. Tasked with all electronics and office devices, from 70'' HD televisions, printers, wireless headsets, smartphones, pa and audio devices, and apple and personal computers. Windows 10 and Apple environment. | |  |  |  | | --- | --- | | Telus International (Technical Support Rep) (Sep.2016 – Dec. 2016) | | |  | Provide assistance with google products, and phone services such as project fi, troubleshoot Google, and Android services, smartphones tablets and products for Google customers. Assist customers with account issues, as-well as answer any technical questions in regards to project fi or Google or android related services. Troubleshoot and maintenance various smart phones and tablets. | |  |  |  | | --- | --- | | DTT(Quality Control Technical Support Rep) (Jul . 2013 – Feb.2016) | | |  | Provide assistance with new surveillance installations and service calls. I utilize different remote software’s to access our servers and establish point of sale integration and port forwarding. Assist in camera installs CCTV and IP Cameras, 360 fisheye, audio/ microphone installs and as-well as a wide variety low voltage devices, such as back-door triggers and sensor alarms. I excel in different and unique /complex network environments, and have excellent people skills dealing with owners, technicians, and mangers. I am trainer and floor walker (advanced technician) less the titles; it is part of my daily duties. | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | Robert Half Technology(Business Technical Support Rep) (Nov . 2012 – Feb. 2013) | | |  | Assist Cox business owners, it-reps with troubleshooting connectivity latency, service issues modem and equipment issues/replacements, customer equipment routers, smart phones, tablets as-well as assist with e-mail, domain assistance, hosting navigation, and customer education. Hospitality Network assists hotel guests with connectivity and registration, email device configuration. | |   Techni-Source(Computer Technician) (Oct . 2011 – Aug. 2012) | | Assist customers with troubleshooting hardware and software perform hardware and software replacements and resolutions. Including CRT-camera installation and assist with networking, router and hub configuration. | |  | |  | | | Nevada Cash Register(Technical Support Rep) (Apr . 2009 – Sep.2011) |  | |  | | | Assist customers with troubleshooting hardware and software perform hardware and software replacements and resolutions. Including CRT-camera installation and assist with networking, router and hub configuration, as-well as cash registers. Operate and maintain the companies websites, post weekly craigslist ads, maintain all web accounts i.e. Twitter, Facebook help design business cards, signs etc. on-call IT, I maintain and service the companies computers and network. |  | |  | | |  |  | |  | | | Teamsters Union(Laborer), I and D (Feb . 2008 - Apr . 2009) |  | |  | | | \* Install and Dismantle booths for major conventions i.e. CES, duties included complete installation and dismantle of customers booths or displays |  | |  | | |  |  | |  | | | Client Logic, Technical Support (Logitech Technical Support Rep) (Feb . 2005 - Apr . 2008) |  | |  | | | \* Provide support for technical issues, assist new customers with set up and installation, troubleshoot cameras, mice, keyboards, speakers and infer-red devices, as-well as troubleshoot software and hardware issues. |  | |  | | |  |  | |  | | | Sitel, Technical Support (Cox Internet Technical Support Rep) (Apr . 2004 - Jan . 2005) |  | |  | | | \*Provide technical assistance for cox internet customers, troubleshoot software and computer issues, compatibility issues, as-well as resolve customer issues, assist in connectivity e-mail configuration |  | |  | | |  |  | |  | | | Client Logic, Technical Support (EarthLink Technical Support Rep) (Feb . 2002 - Apr . 2004) |  | |  | | | \* Provide support for technical issues, assist new customers with set up and installation, assist in software installation as-well as troubleshoot software and computer issues. |  | |  | | |  |  | |  | | | Client Logic, Customer Service (Dell Technical Support Rep) (Nov . 2001 - Feb . 2002)  \* Provide customers with shipping info, as-well as assist in bill related matters, track packages, re-ship packages |  | |  | | | Ramada Vacation Suites (Ramada CSR) (Jun . 2000 - Nov . 2001) |  | |  | | | \* Provide pre=approved customers with extended vacation packages vacation sales, customer service   |  | | --- | | Teamsters Union(Laborer), I and D (Feb . 1999 - JUN . 2000) | | \* Install and Dismantle booths for major conventions i.e. CES, duties included complete installation and dismantle of customers booths or displays | |  | |  | | |  |  | |  | | | Skills: |  | |  | | | » I have a vast arsenal of technical training of both hardware and software; I acquire new skills rather quickly and pride myself in learning new avenues of the technological industry.  I am a dependable, dedicated, responsible, self-motivated, pos integration specialist, I am very outgoing individual with strong customer service, organizational and time management skills. I have a versatile work history and am thorough and accurate with great written and verbal skills. Skilled in all aspects of office management as well as complaint handling/dispute resolution, and maintenance. I am a critical thinker with computer and interpersonal skills. I’m looking for a career that will challenge and allow me to excel.  Identify, troubleshoot, and analyze computer related issues. Determine appropriate course of action, and conduct repairs, modifications, and upgrade internal components and peripherals as needed, web based application support, ISP hardware and software support, domain, organization support, email support i.e. exchange, IMAP, POP, SMTP, end-user support, business technical solutions support.  Format hard drives; Determine appropriate file system FAT, FAT32, NTFS Install and configure Operating Systems, patches and upgrades, including Windows 2000 Professional and Server, Windows 10, 8, 7,Vista,XP, 95/98/ME, Windows NT 4.0, Windows 3.1, and MS/DOS.  Install and configure software applications, telnet connections, and electronic mail. Train and assist 30 internal end users in the proper use and procedures.  Install Network Interface Cards NIC Setup bindings, IP addresses, WINS, and DNS configurations. Operate, and maintain Local Area Network LAN, V-LAN, VPN connectivity using TCP/IP protocol, large environments with multiple routers, switches, and firewalls and the configuration of these devices. Cloud based technologies, virtual integration, Watch Guard, Sonic Walls, Aloha, Team Viewer, Tight VNC, Micros-3700/9700/E7, Parse-Post, cisco, Virtual Serial Ports Emulator, Geovision, Sams 4S, Revel, Revention, Radiant, Retail Pro, Par-POS, VNC, SMS Touch, Aloha, Samsung, Log Me In, go To Assist, Go To Meeting, AMMYY, Join Me.  Very experienced in a wide variety of software packages, including Microsoft Excel, Microsoft Word, Microsoft Outlook, Norton Utilities/Norton System Works, online backup, MacAfee products, adobe products as well as PeopleSoft Vantive/CRM Client., AS-400, AS-700, Polaris, customer record and time tracking data-base, Remedy, HDFS, Icoms, CMTS and more.  Support acquisition, operational and disposal phases throughout Program life cycles. |  | |  | | |  |  | |  | | |  |  | |  | | |  |  | |  | | | **References** http://www.resumeimproved.com/templates/18/headimg.jpg |  | |  | | | Andrew Neilson – (702) 672-5408 |  | |  | | |  |  | |  | Jerry Perkins – (702) 683-8820 | | |  | |  | | |  |  | |  | | | Asher Rasco – (702) 930-9060  Kevin Sign – (702) 755-3083  Hank Scheibes – (904) 868-9419 – Mentor and Guru\*  Richard Wood – (702) 994-1466 – Guru #2  Jeremy LaCamera – (702) 354-7743  {Emergency} Patsy Burke – Mother 231 Mojave lane Henderson, Nv 89015 (702) 759-6315 |  | |  | | |  |  | |  | |  | |  | |  | | |  |  | |  | | |  |  | |  | | |  |  | |  | | |  |  | |  | | |  |  | |  | | |  |  | |  | | |  |  | |