

# RYAN GRANQUIST

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I am a second-year full-time student at University of Wisconsin-Stout studying for a bachelor's degree in computer science with a concentration in cybersecurity and secure software development. I have experience working collaboratively and independently to solve problems and ensure a safe environment all while providing the best quality customer service.

## EDUCATION

FALL 2021 – SPRING 2025

**BACHELOR OF COMPUTER SCIENCE**, UNIVERSITY OF WISCONSIN STOUT

GPA: 3.504

## EXPERIENCE

JANUARY 2023 – PRESENT

**HELPSDESK TECHNICIAN/PC REPAIR**, UNIVERSITY OF WISCONSIN STOUT

Provide excellent quality technological support to Stout students, staff, and alumni as a helpdesk technician at the student-led, UW-Stout Helpdesk. Offer repair and troubleshooting services over the phone or in-person as well as onsite tech support in faculty offices and classrooms all across campus.

JULY 2020 – JUNE 2021

**LIFEGUARD**, YMCA OF THE NORTH, SHOREVIEW MN

Independently managed and maintained a six-lane lap pool during the Covid-19 pandemic. Was responsible for maintaining the pool schedule and ticketing system to ensure that social distancing was kept, and that the pool was under its maximum capacity at all times in addition to my lifeguard duties.

JUNE 2019 – JULY 2020

**LIFEGUARD**, YMCA OF THE NORTH, LINO LAKES MN

Kept watch over two separate pools and a waterslide with a team of one to four fellow lifeguards. Was responsible for enforcing pool rules and policy, keeping the area clean, and managing the waterslide all while keeping watch over the swimmers.

## SKILLS

- Programming: C++, C#, Java, HTML, CSS
- Microsoft Office Specialist Certified
- Software: Unity, Eclipse, Visual Studio 2022, PuTTY
- Computer savvy
- Team Coordination
- Customer Service