Ryan G. Bullock

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## Professional Profile

Upcoming graduate offering strong academic background in Information Technology, including programming and networking, combined with strong experience in customer service. Quickly learns, adapts and masters new technology; equally successful in both self-directed and team environments.

**Summary of Qualifications**

◦ Microsoft OS troubleshooting

◦ IP Subnetting with IPV4

◦ Configuration of router/switches

◦ LAN Protocols & troubleshooting

◦ WAN Protocols & troubleshooting

◦ Ethernet Cabling

◦ Proficiency in C++ Programming Language

◦ Knowledge of Access Control List

◦ Coding using Standard Template Library

**Education & Certifications**

* **BS in Computer Science, Minor in Network Administration,** Texas Southern University,Expected Graduation Date: May 2016

## Cisco Certified Network Associate-in progress

### Work History

**Retail Sales Associate, T-Mobile USA,** Houston TX October 2013-Present

Perform customer consultations to determine cellular needs, sold devices/accessories while consistently meeting and/or exceeding monthly quotas. Instructed customers how to use their phones and assisted with paring it to other devices (i.e. Bluetooth). Trained 7 new hires on customer consults, cellular plans and cell phone/device features. Perform simple maintenance on cell phones.

**U-Verse Premises Technician**, **AT&T Communications,** Houston TX May 2013-October 2013

Worked independently to install/troubleshoot internet, television and VoIP services in customer homes while following and maintaining strict company safety protocols. Assisted co-workers with large installations of 8 or more devices at one client location.

### Sales Associate, Vitamin Shoppe, Houston TX May 2011-May2013

Assisted customers with specific health concerns. Informed customers and associates of new and upcoming products. Trained new associates on store procedures and policy. Managed store inventory, issue store credit, reconcile cash registers and prepare bank draft.

**General Sales Associate, Office Depot,** Houston TX March 2009-May 2011

Perform store opening/closing procedures. Managed incoming shipments and followed strict loss prevention policy.

### General Sales Associate, Micro Center, Houston TX November 2007-November 2008

Assisted customers with video game and digital accessories selections. Provided knowledge of multiple video game system technologies and buyer trends to assist with sales. Maintain an awareness of all promotions and advertisements. Assist in floor moves, merchandising, display maintenance, and housekeeping.