

# Ryan Hudspeth

Im looking to progress through my career in IT by utilizing my years of experience in relevant fields including customer service and wireless and desktop technical support.

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## WORK EXPERIENCE

### **silverleaf resorts** — Clerical

2012 to 2014

Sending hourly performance reports to corporate officers and greet guests in person and over the phone in an office front desk setting

### **Frontier Communications** — Remote Tier one tech support professional

2014 to 2015

Assisted end users in troubleshooting routers and dsl network connections, and upselling those end users on antivirus software and other sales opportunities.

### **Verizon Fios** — Home internet sales representative

2015 to 2016

Responsible for selling home internet, home phone & television service packages in a customer facing retail environment.

Won awards for meeting and exceeding sales quotas

### **Premium Wireless** — Wireless Sales representative

2016 to 2018

Assisted customers with the sale and setting up of wireless devices and service through all major carriers as well as troubleshooting customer issues with devices in a retail setting.

### **Amtel** — TMobile/Sprint Wireless Expert

2019 to 2021

Assisted customers with purchasing, setting up, and troubleshooting wireless devices and services for TMobile and Sprint in a retail setting.

Designated as essential worker during Covid 19 Pandemic

### **cocolevio llc.** — Remote Dell/Boeing Tier 1 Tech Support Professional

03/2021 to Present

Assist Dell and Boeing representatives with technical support for various applications including Microsoft office and windows, and creatin documentation regarding issues in a ticketing system.

## EDUCATION

### Northlake Community College

2008 to 2011

### Haltom High School — Diploma

2004 to 2008