Ryan Guillen

ryanvguillen@gmail.com

linkedin.com/in/ryanaguillen   Union, NJ 07083

SUMMARY

Detail-oriented and solution-driven Desktop Support Technician with 2 years of experience in troubleshooting hardware and software issues, providing technical assistance, and ensuring seamless IT operations. Adept at diagnosing and resolving system problems, offering exceptional customer service, and maintaining a productive work environment. Currently pursuing a Computer Science degree, with growing expertise in coding (JavaScript, Java, HTML) and web design. Passionate about leveraging technical knowledge and creative skills to transition into web development. Eager to contribute to projects that blend problem-solving, coding, and design to deliver impactful and user-friendly solutions.

EDUCATION

Kean University, Union, NJ   *(09/2022 - Present)*

- Bachelor of Science in Computer Science
- Cumulative GPA: 3.675
- Dean's List: Fall 2022, Spring 2023, Fall 2023
- Relevant Courses: Computing in Modern Technology, IT Foundations, Fundamentals of Computer Science, Computer Programming, Computer Systems, Data Structures, Computer Organization and Architecture, Computer Operating Systems, Analysis of Algorithms, Program World Wide Web Server, Programming in Unix/Linux, Human Computer Interaction, Object Oriented Analysis and Design, Systems Programming
- Expected Graduation in May 2026

EXPERIENCE

Kean University Information Technology   *(10/2023 - Present)*

Desktop Support Technician

- *NOT FINISHED; TO BE WORKED ON*

SKILLS

Technical: Programming/Scripting/Markup Languages: Java, JavaScript, Python, HTML |

Integrated Development Environments: Eclipse, Visual Studio Code, CodeHS |

Productivity Suites: Microsoft 365, Google Workspace |

Other: FreshService, BeyondTrust, ManageEngine

Nontechnical: Communication | Networking | Collaboration | Customer Service | Troubleshooting |

Time Management | Adaptability | Work Ethic | Patience | Trustworthiness