

## **Ryan A. Walker**

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### **Education**

- Pioneer Pacific College – Bachelors of Science - Information Technology (2011)
- University of Phoenix – Microsoft Certified Professional (2000)

### **Skills, Knowledge and Abilities**

- Outstanding organization; exceptional customer service; independent analysis; critical thinking and decision-making; sharp attention to detail while maintaining the big picture; project management; prioritization; meeting facilitation; develop and present recommendations; report data; time management skills; able to meet deadlines; adaptable to change; negotiation skills; problem-solving skills; interpersonal skills; analytical skills; multi-tasker; maintain confidentiality; team player; self starter; quick learner; leader. Strong work ethic with a commitment to excellence  
Ability to create and maintain positive working relationships
- Technical Skills: Adobe Acrobat; CMS Supervisor; Microsoft Word, Excel, Outlook, PowerPoint; Visio; Microsoft Lync; Visual Basic; Windows 9x thru 7; Internet Protocols / Networking; TCP/IP; Ethernet; Visual Basic.

### **Experience**

- *Owner (1/2011 to present)*  
*Northwest Computer Services, Portland, Oregon*  
<http://www.northwestcomputerservices.com/Services.html>

Responsibilities include

I support Microsoft Windows 9x thru 07 and server 2000 thru 2008 including virus removal; support Microsoft Office; PC remote support in a multi-user environment; PC phone support, build and assemble new PC's including hardware and software and peripherals and repair PC's with hardware, software and peripheral issues, maintain and setup computer networks; analyze PC efficiency; maintain customer service records and invoices.

- *Help Desk Support Technician –Internship (1/2010 to 6/2010)*  
*Pacific Medical Group, Tigard, Oregon*  
Responsibilities included  
Phone support and remote desktop support, upgrading and repair of office computers, testing of new hardware and software. Research windows updates and manage the WSUS server. Maintained and catalog system wide backup media.