

Ryan Renemans

[GitHub](#)

Professional Summary

I am an IT Service Center Analyst Student Lead at CU Boulder with three and a half years of IT Support experience and almost six years of combined customer service experience. I'm currently pursuing my BS in Computer Science at CU Boulder. I'm accustomed to working in a fast paced environment and I have extensive experience troubleshooting complex technical issues in real-time while ensuring high levels of customer service satisfaction.

Professional Experience

Sales Associate - Target Corporation

May 2017 - October 2019

Job requirements and responsibilities: Providing in-person customer support while maintaining organization and cleanliness of my assigned department. Assisting with customer disputes and returns.

IT Service Center Analyst Student Lead - Office of Information Technology, CU Boulder

January, 2021 – Present

Job requirements and responsibilities: Providing technical support to end-users, predominantly via phone or email contact. Monitoring and fulfilling IT service requests while ensuring timely resolution. Collaborating with internal and external teams for efficient resolution of IT issues. Documenting customer interactions and upkeeping our internal knowledge base. Conducting onboarding and general training for new employees on our knowledge base and systems.

Education

High School diploma from Prospect Ridge Academy

Graduated May, 2018

Obtained credits towards an **Associates degree in Science** at *Front Range Community college*

May, 2018 - December, 2020

Pursuing a **Bachelors of Science in Computer Science** at *CU Boulder*

January, 2021 - Present

References

Available upon request.