

RYAN WIGGINS

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Diligent customer service representative who consistently meets and exceed productivity goals. Highly capable with strong problem skills. Maintains a high level of professionalism, patient and efficient providing a high level of customer service.

EXPERIENCE

NOVEMBER 2017 – FEBRUARY 2021

CUSTOMER SERVICE REPRESENTATIVE, SECURE DATA INC.

Managed tickets and customer inquiries regarding Secure Data services. Recommended solutions to our clients. Tracked and responded to customer feedback. Responsible for annual revenue totals over \$1,300,000 in sales.

JULY 2016 – NOVEMBER 2017

TECHNICAL RECRUITER, ONX ENTERPRISE SOLUTIONS

Filled contract, temporary and direct hire positions. Referred candidate resumes to customer account managers for evaluation and submission. Coordinated with sales team leaders to forecast hiring needs and department goals.

EDUCATION

APRIL 2019

FULLSTACK DEVELOPMENT CERTIFICATE, CASE WESTERN RESERVE UNIVERSITY

Fullstack development bootcamp focused on HTML, CSS, Javascript, NODEJS, Express, MongoDB, MySQL and React.

MAY 2018

ASSOCIATE'S DEGREE IN INFORMATION TECHNOLOGY, CUYAHOGA COMMUNITY COLLEGE

Completed classes in computer repair, networking and security as well as software development.

SKILLS

- Emphatic
- Detail-oriented
- Critical Thinking
- CRM/Salesforce
- Microsoft Office Suite
- Technical Support

