



Ryan Masters

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SUMMARY

Experienced computer repair technician specializing in residential and commercial IT maintenance and repair. Seeking a position in sales or technical support relating to consumer electronic devices and/or Internet connectivity services

EXPERIENCE

Owner, Cyrellia Computer Services LLC

Las Vegas, NV — 2012-present (2003-2012, Orlando, FL)

Operated a mobile Computer Repair business specializing in residential computer troubleshooting, repair, and maintenance.

Sales Agent/Retail Support Associate, Clearwire Internet

Las Vegas, NV — 2010-2012

Full-time sales associate for wireless Internet service provider. Sales, installation, and technical support for broadband Internet subscribers.

Call Center Technical Support, America Online

Tampa, FL — 2003-2004

Advanced-Tier troubleshooting and diagnostics for Internet connectivity issues for America Online Internet subscribers in a fast-paced Call Center environment.

EDUCATION

New Horizons Technical School,
Tampa, FL – CompTIA A+
Certificate (2006)

SKILLS

Experienced in various aspects of computer operating system installation and diagnostics.

Advanced keyboard typing/data entry speeds in excess of 40 words-per-minute.

Profound knowledge of clerical equipment operation, troubleshooting, and technological problem-solving.

Strong ability to conduct high analytical problem-solving with contemporary electronic devices.

REFERENCES

Available upon request

