



Mr. Ryan Ozment

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Profile

I.T. Specialist with 12+ years' experience

- Supported end users & I.T. teams remotely and onsite - provided verbal walk through and in person assistance. Provided support for over 600+ locations.
- Undertook the overnight management and upkeep of all locations operational responsibilities.
- Project leader for the reconstruction and update to the I.T. department's knowledge base library.
- Managed agency projects and contractors, consistently working with Tier 3 level support and external resources for repair or replacement of equipment and services.
- Maintained client relationships, identify business objectives and recommend new products or processes. Strongly communicative with our end customers all the way to our department's heads and supervisor.
- Consult, build, install, and maintain I.T. infrastructure equipment and components; such as computers and servers, network runs and patch panels, security system DVRs and cameras, controller panels, access control, and several miscellaneous peripheral devices.
- Manage and support software backend such as installation, shared network communication, email domain management, RDP's, virtual machine maintenance.
- Design, manage, and install VOIP systems.



Work experience

10/2020 – Present
Oklahoma City, USA

I.T. Consulting Specialist
Buzz Consulting Company

10/2015 – 10/2020
Oklahoma City,
USA

I.T. Specialist – Support Lead
Love's Travel Stops & Country Stores



Education

Choctaw, USA

High School
Choctaw High School

OKC, USA

A.A.S. – Enterprise Development
Oklahoma State University

OKC, USA

C.J.I.S. Certified

OKC, USA

IBM - Professional Support Certified



Strengths

Networking

Adaptable

Fast Paced

Communicative

Detail oriented

Proficient with multitasking

Customer Service

Engaging / Troubleshooting