

Ryan Cayanan

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SUMMARY OF QUALIFICATIONS

Dedicated and driven Management Information Systems student with CompTIA A+ and Network+ certifications under my belt, possessing expertise in hardware and networking. I am seeking an internship opportunity to apply my technical skills and gain practical experience in the field of information technology.

TECHNICAL PROFICIENCIES

Networking: LAN, WAN, WI-FI, TCP/IP DHCP, DNS, Cisco Devices

Desktop Applications: Microsoft Office 365, Various Third-Party Applications

Security: Proficient in implementing network security such as firewalls, IPS/IDS and encryption

Operating Systems: Windows 10,11 Server 2016, 2019, Android and Linux Systems

Virtualization: VirtualBox and VMware

Hardware/Software: Skilled in hardware and software installation, configuration and maintenance

EDUCATION & CREDENTIALS

SAN JOSE STATE UNIVERSITY

Bachelor of Science Business Administration

Major: Management Information Systems

SAN JOSE, CA

Expected June 2025

Relevant coursework currently

- Networking Fundamentals
- Operating Systems Concepts
- Database Management

CERTIFICATIONS

- CompTIA A+ (July 2023)
 - CompTIA Network+ (August 2023)
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RELEVANT EXPERIENCE

IT Support Member

JOBSKILLSHARE

April 2023 – Present

Summary:

A dedicated and proactive JSS member with hands-on experience in IT and systems administration. Proficient in a wide range of technical skills gain through active participation in JSS programs and labs

Active Directory User Management: Designed and implemented a test environment using Active Directory to manage user accounts and permission. Conducted troubleshooting and resolved account issues.

Office 365 User Management: Implemented a test environment using Office 365 to manage user accounts and permissions. Conducted troubleshooting and resolved issues related to email, calendar, and office 365 accounts.

Windows10/11 Deployment: Implemented a Windows 10 deployment strategy in a practice lab using documentation.

Troubleshooting: Conducted troubleshooting on various lab projects, including identifying and resolving issues related to networking, operating systems, and applications.

Relevant Skills

Technical Support: Leveraged CompTIA A+ and Network+ knowledge to provide prompt and effective technical support.

Documentation and Knowledge Management: Document incidents, solutions, and procedures accurately in alignments with ITIL best practices

System Configuration and Maintenance: Hands-on experience in hardware and software installation, configuration and maintenance.

EMPLOYMENT HISTORY

Environmental Services Aide

December 2015 - Present

Kaiser Permanente, Santa Clara, CA

- Conducted thorough cleaning and disinfection of patient rooms, operating rooms and public areas.
 - Took leadership role in maintaining and cleaning healthcare equipment, contributing to facility safety and functionality.
 - Delivered exceptional customer service by ensuring a clean and comfortable environment, resolving issues promptly.
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ADDITIONAL INFORMATION

- Enthusiastic learner with a desire to solve technical problems and adapt quickly.
- Strong analytical thinking and ability to pivot between various tasks efficiently.
- Excellent customer service skills with a focus on effective communication.