

Ryan Do

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Profile

Currently pursuing a degree in Management Information Systems to further enhance my technical and business skills. Skilled in diagnostics, IT support, and customer relations. Organized, self-motivated, and proficient with both hardware and software.

Professional Experience

- Sales Specialist, Contempo Furniture** 2020 – present
San Jose, CA
- Handled inventory management such as adding new items to the online store.
 - Coordinated furniture plans for the appropriate floor sections to display for the showroom.
 - Identified and developed strategies to improve on sales, attracting new customers and supporting existing customers.
- Hardware Technician, BKB Tech** 2019 – 2020
San Jose, CA
- Handled diagnostics and repairs for video game consoles and computer equipment including Windows PCs and Macs.
 - Managed customer satisfaction by finishing repairs faster than the quoted delivery time.
- IT Technician, EMR CPR** 2016 – 2018
San Jose, CA
- Provided support for problems on both hardware and software including IT equipment, SaaS platforms access, networking, A/V and communications systems.
 - Installed, upgraded, and supported desktops, laptops, and printers in both Windows and Mac environments.
 - Managed workplace equipment, infrastructure and inventory including servers, cabling, and networking devices.

Education

- Bachelor of Science in Management Information Systems, San Jose State University** 2024 – present
San Jose, CA, USA
- Associate of Science in Business Administration, Mission College** 2022 – 2024
Santa Clara, CA

Skills

Hard Skills: IT Support | Hardware Diagnostics and Repair | SQL | Networking | Project Management

Soft Skills: Customer Service | Time Management | Teamwork | Communication | Problem-Solving

Courses

Financial Accounting

Business Accounting

Business Statistics

Introduction to Business Programming