Ryan Hauswald

Northglenn, CO 80233
ryanhauswald8_cu5@indeedemail.com
+13035211820

Work Experience

Hardware Specialist, Logistics and IT Support
Nutrislice Inc.-Denver, CO
March 2022 to September 2023

Facilitated and managed hardware installation requests, site evaluations from many Ivy league schools, training facilities, hospitals and K-12 schools across the nation.
- Harvard Medical
- Vanderbilt University
- Colorado State University
- USA Olympic Training Center Colorado Springs
- Boulder Community Hospital
Maintained inventory levels and kept updates from multiple hardware vendors. Processed orders for new and current customers.
Documented and implemented Raspberry Pi players as an alternate option for a lower cost solution.
Processed Orders for screens, mounts and media players per clients requests.
Helped with troubleshooting onsite clients via phone, with client provided equipment and company provided equipment.
Logistically facilitated shipments and returns for clients and employees.
Setup Google admin accounts for organizations that would like to be hosted on the company Google admin console.

Onsite and Field Support Technician
Freeman Signs-Denver, CO
May 2022 to May 2022

Performed onsite and osite repairs to digital signage, company computer equipment, updates, setup and troubleshooting.
Programmed digital signage software based upon the client solution desired for their application.
Operated Lift trucks to install digital signage replacements and re-wire/setup digital display boards. over 10 years of experience in
Diagnosed problems over the phone with tech and non-tech savvy clients.

Senior Technical Support Engineer
Touchsource LLC.-Lafayette, CO
August 2020 to August 2020

Explained technical information in clear terms to clients to promote better understanding. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
Analyzed Monitors and player issues to identify troubleshooting methods needed for quick remediation.
Collaborated with vendors to locate replacement components and resolve advanced problems.

Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.

Worked with software development teams on reported errors and bugs on newly released software and assisted in deployment of release fixes.

Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

ID Administrator

IBM-Boulder, CO
March 2011 to March 2011

Account representative for all of Australia.

Handled requests for data access via Active Directory, granting access to users for sensitive documents/reports.

Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.

Entered and maintained internal records into the company database using

IBM Software. Established positive working relationships with colleagues, manager and customers through regular communication and eective anticipation of needs.

Co-Owner

Fullsizeposters, LLC-Denver, CO
July 2010 to July 2010

Evaluated suppliers by assessing quality, timeliness and compliance of deliveries to maintain tight cost controls and maximize business operational eciency.

Set, enforced and optimized internal policies to maintain eciency and responsiveness to demands.

Stayed current with market trends to determine optimal pricing of goods and services and to capitalize on emerging opportunities.

Used Google Ad's to drive sales leads and maximize brand identity.

Fulfilled customer shipping needs by completing all purchase orders and customer invoices.

Education

Associates

Front Range Community College
August 2005

HS Diploma

Monarch HS - Louisville, CO
July 2003

Skills

- Experienced Technical Support Representative with Digital Signage. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational

improvements. Took on escalations and performed onsite installations. Salesforce experience, Slack, Microsoft suite, Teams and Google Meet.

- Raspberry Pi

- IT Support

- Computer Networking

- Software Troubleshooting

- Desktop Support

- Network Support

- LAN

- Microsoft Windows

Certifications and Licenses

Driver's License