

# Ryan Woodard

203 Rotunda Cir Apt B

Newport News, VA

23608

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## Education

Old Dominion University, Norfolk, VA

**Major:** CyberCrime

**Expected Graduation:** May 2024

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## Work Experience

Bayport Credit Union

**IT Field Support Analyst**

May 2023 - Present

- Provide support to end users (front-line and back office staff members) and assist them with troubleshooting all software and hardware issues.
- Travel to different branches for hardware troubleshooting.
- Perform installations, configure, and test hardware and software.
- Promptly respond to emails and phone calls received from end users.
- Learn appropriate software applications that are supported by the Credit Union.
- Establish and maintain rapport with end users.
- Work with third party vendors to ensure appropriate enhancements and functionality of equipment.
- Identify, document, and track problems to ensure a resolution in a reasonable time frame.
- Rotate on-call assignments

BayPort Credit Union

**Teller**

Feb 2021 - May 2023

- Process all transactions accurately and efficiently.
- Take in and verify cash as well as other monetary instruments .
- Balance transactions at the end of each workday.
- Provide exceptional customer service to members.
- Identify member needs and offer products and services.

Faneuil Inc

**Call Center Representative**

June 2020 - Dec 2020

- Assisting claimants with filing claims to receive unemployment benefits.
- Answering and transferring calls.
- Update and review claim information.
- Understanding customer needs and finding beneficial solutions.
- Process information quickly and accurately.
- Handle routine customer transactions.
- Ability to work under pressure and with constraints.
- Understanding and applying new concepts daily.

Hampton Roads Sanitation District, Newport News VA

**Intern**

June 2019 - August 2019

- Perform administrative and field work.
- Assist management with inspections at hospitals and other big corporations.
- Daily readings of water meters and taking water samples at different locations.
- Cross-trained on different ways to keep water clean.

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**Skills**

- Problem solving capabilities
- Expert in Organization
- Ability to manage my time wisely
- Develop and maintain interpersonal relationships
- Proficient in office 365 applications
- Skilled in remote desktop
- Cross trained in Active Directory
- Efficient in Symitar

