

Ryan Leedom

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Hard-working IT professional with proven communication skills and leadership capabilities seeking to grow in my career.

Work Experience

NA Premier Technical Lead

Lenovo-Morrisville, NC

February 2024 to Present

- Responsible for supporting the Technical Support Specialists floors by providing technical leadership to the technical support specialists to ensure the highest level of customer satisfaction for Lenovo's enterprise customers.
- Resolve customer software and hardware related technical issues when supporting the ticketing queue during peak times.
- Assist in developing and implementing training programs to support ongoing technical development of the team.
- Provide technical leadership to technical support specialist, including setting goals, providing guidance, coaching, and technical oversight.
- Manage customer expectations and communicate effectively with customers regarding technical issues and resolutions.
- Identify opportunities to improve the customer support experience, and work with internal teams to implement changes.
- Collaborate with cross-functional teams to drive customer success and ensure successful implementation of Premier solutions

Premier Technical Support Specialist

Lenovo-Morrisville, NC

December 2022 to February 2024

- Assist customers and field engineers by diagnosing problems and providing resolutions for technical or service-related issues
- Troubleshoot to identify hardware and software issues in many different customer environments
- Advise and educate customers through a combination of experience/documentation to ensure a solution
- Translate complex technical details/instructions to each customer's level
- Provide closed loop feedback on recurring issues with teammates and relevant engineering staff
- Work with Technical Account Managers to monitor and track issues to ensure accurate resolution
- Actively monitor case workload and drive closure within Service Level Agreements

IT Service Technician

Leland Little Auctions-Hillsborough, NC
December 2020 to December 2022

- Provide desktop/printer support to a 40 member team
- Manage in house VPN servers, allowing off-site access
- Manage company email and shared calendar services through Google Enterprise
- Responsible for new employee orientation and training
- Utilize MySQL command interface to create reports for financial, marketing, and business related requests
- Lead project to 3D scan inventory using python
- Created automation processes with Selenium and Python to reduce human error and increase productivity
- Created Time Slot Booking for better customer flow
- AV Technician
- Network Administrator
- Front-end Web Developer
- Network Cable Technician

Photographer

Leland Little Auctions-Hillsborough, NC
January 2019 to December 2020

- Photographed inventory that would come in
- Edit all photos that was photographed with Adobe Photoshop

Transportation & Auction Logistics

Leland Little Auctions-Hillsborough, NC
May 2015 to December 2020

- Transporting antique auction items
- Customer service

Education

Certificate in Information Technology - Computer Repair Certificate

Durham Tech Community College - Durham, NC
January 2021 to December 2022

High school diploma

Durham Technical Community College - Durham, NC
August 2019 to January 2020

Skills

- Customer service
- MySQL
- Operating systems
- Network administration
- Photography
- HTML5
- Leadership
- Web development
- Communication skills
- Inventory control
- English
- IT Support
- Technical Support
- Linux
- Mac OS
- Help Desk