

Ryan Watkins

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Objective

Seeking a career in the IT field that will continue to build upon my knowledge and skills demonstrated with A+ and Net+ CompTIA certifications:

Hardware & software troubleshooting, networking & security, Python 3 automation, UX design, creative marketing, problem solving, and interpersonal communication.

Skills Summary

Technology

- Microsoft Excel
- Adobe Photoshop & Canva
- Helpdesk experience
- Handling returns, cancellations, & product questions
- eCommerce – Ecomdash, Trident, Amazon, eBay, Shopify, & Square.
- Creating product SKUs, images, descriptions, and pricing
- Uploading product listings to online sales platforms
- Data analysis & interpretation
- Correcting & maintaining inventory

- Troubleshooting software & equipment issues
- Installing Operating Systems & configuring Raspberry Pi's
- Data backup and recovery of Windows files
- [Building websites with HTML](#) in Github & registering domains with Cloudflare
- Fluent with AI tools (if necessary)

General

- Customer service experience
- Strong written & verbal communication
- Respectful & accepting of constructive criticism
- Detailed organization
- Time management
- Resource allocation
- Day-to-day problem solving
- Accommodation & compromise for the needs of others
- Physical labor requiring to lift and carry 50+ lbs
- Forklift certification & operation

Management

- Dividing tasks & coordinating with coworkers
- Decision making in fast paced environments
- Preparing registers
- End of day record keeping
- Managing inventory, payroll & bank deposits
- Communicating with stores and providers to order supplies

- Providing accurate information to callers
- Scheduling & hosting events

Employment & Experience

Skechers, Queenstown

09/2018 - 01/2020 : *Sales Associate*

01/2020 - 09/2020 : *Assistant Management*

Flagship Premium Cinemas, Chestertown

07/2021 - 04/2023 : *Assistant Management*

05/2024 - 08/2024 : *Assistant Management*

01/2025 - present : *Assistant Management*

The Mill, Kingstown

11/2023 - 11/2024 : *Warehouse Worker*

Molly's Place, Kennedyville

1/2024 - 2/2024 : *eCommerce Specialist*

Education

Queen Anne's County High School

09/2013 - 05/2017

High School Diploma

Chesapeake Community College

01/2018 - 04/2019

Postponed

Certifications

Currently unavailable

– A+ and Net+ certifications

Hobbies & Interests

Creative writing & introspective journaling

Supporting human rights

Strategy games and puzzles

Pathfinder (Tabletop Roleplaying Games)

Building PC's and shopping for quality equipment

Maintaining servers for games and projects

Blueprinting and workshopping creative projects

Spending time with long distance friends over calls

Obtaining my Canadian residency alongside American citizenship

Exercising, recessing, & mindfulness