

# RYAN HINDMAN

541-360-9403 | Philomath, OR | Ryan.Hindman12@gmail.com

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## OBJECTIVE

Driven to learn, grow, and excel in the field of Computer Science and Technology

## EDUCATION

### CompTIA A+ (Certification)

In Progress

### Linn-Benton Community College

09/2018 – 06/2020

- Intro to Computer Science
- Intro to Python

### Philomath High School

Graduated 06/2018

## SKILLS & ABILITIES

- ServiceNow (CMS)
- Microsoft Excel
- Microsoft Word
- Teams
- Zoom

## EXPERIENCE

### Volunteer: Church of Jesus Christ of Latter-day Saints

9/2021 – 9/2023 (Remote)

- Used ServiceNow (CMS) to manage website feedback including navigation, bug/feature requests, and other account issues.
- Responded to ~50 cases daily.
- Team leader responsible for training, staff meetings, & accountability assessments.
- Trained 15 new volunteers in ServiceNow and web feedback.
- Managed Team Database to help leadership track volunteers.
- Multi tasked using Microsoft Teams, ServiceNow, and Excel.

### Volunteer: Philomath Community Gleaners

9/2021 – 9/2023 (Philomath, OR)

- Responsible for picking up and recording food weight.
- Sorted up to 2,000 pounds of food daily for local distribution.

### Customer Service Representative: TTEC

12/2020 – 04/2021 (Remote)

- Answered ~20 phone calls daily regarding insurance claims, deductibles and co-pays.
- Used Skype and Aetna insurance software.

### District IT Help Desk Volunteer: Philomath High School

09/2017 – 06/2018 (Philomath, OR)

- Upgraded OS on ~150 new computers.
- Analyzed and troubleshooted computers and peripherals.
- Updated computer hardware when needed.

### Gas Attendant: Shell Gas Station

10/2014 – 04/2017 (Philomath, OR)

- Provided customer service.

## LEADERSHIP & AWARDS

### Team Captain: Philomath High Robotics Engineering Division (PHRED)

9/2017-6/2018 (Philomath, OR)

### Archery Range Master: Boy Scouts of America

6/2019-9/2023 (Corvallis, OR)

### Eagle Scout: Boy Scouts of America

12/2017 (Philomath, OR)