



Addison Ryburn

IT Professional & Customer Service Expert

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Professional Summary

With over 5 years experience in IT and Customer Service, I will be a great addition to your team. My years of experience with ServiceNow, Concur, and being a Help Desk Technician will be a great asset to your company. Recently contributed to a team that completed a technology deployment project 75% faster than planned for the State of Oklahoma. We helped reduce project costs by approximately \$20,000+ and enabling the customer to accelerate operational readiness ahead of schedule.

Skills

- Remote IT Technician
- On-site IT Technician
- ServiceNow Expert
- Fluent in Concur
- Application support
- Software diagnosis
- Customer service expert
- Desktop support
- Problem-Solving
- AI technology expert

Work History

06.2026 - 06.2026

IT Warehouse Worker

Service Oklahoma - Oklahoma City, OK

- Installed, staged, tested, and validated computer workstations for enterprise-scale deployment efforts.
- Diagnosed and documented equipment issues, ensuring deployment readiness and accurate asset records.
- Supported inventory logistics, asset tracking, and equipment handling in a high-volume warehouse environment.
- Recognized as part of a team that exceeded project goals by completing all required workstation testing and an additional asset-tagging project 75% ahead of schedule.

03.2024 - 06.2026

Delivery Driver

Dominos Pizza Inc. - Mustang, OK

- Learned multiple roles and trained to be at the top role below management in a short time.

- Used extensive customer service experience to help manage end-users needs and deal with difficult and stressful situations.
- Managed daily operational continuity by immediately covering unexpected staff absences and shift gaps, ensuring zero disruption to service.

04.2023 - 12.2023

Support Worker

Hideaway Pizza - Yukon, Oklahoma

- Came back to Hideaway and was able to seamlessly reintegrate back into my previous role.

05.2023 - 06.2023

End User Support Technician

OU Health - Oklahoma City, OK

- Assisted in on-site troubleshooting for SCCM and Windows 10 during deployment of machines.
- Installed, modified, and repaired software and hardware to resolve technical issues.
- Assisted in a full scale migration and integration of new software and hardware in a healthcare environment.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

12.2022 - 03.2023

Cashier Team Lead

Wingstop - Oklahoma City, OK

- Increased customer loyalty and retention.
- Worked extra shifts during busy periods and covered for call-in employees to maintain service levels.
- Trained, mentored, and developed new cashiers with positive and encouraging techniques to maximize performance and team contributions.

05.2022 - 09.2022

Help Desk Technician

Chesapeake - Oklahoma City, OK

- Configured hardware, devices and software to set up work stations for employees.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Developed and tested new product offerings prior to release to assist development team in bug identification.

07.2019 - 05.2022

Help Desk Technician

Boeing - Oklahoma City, OK

- Experience with de-escalating situations with customers over the phone
- Efficiently resolving customer's problems using advanced troubleshooting
- Extensive knowledge of common issues with Windows 10 and Windows 11.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Documented support interactions for future reference.

05.2018 - 06.2019

Support Worker

Hideaway Pizza - Yukon, OK

- Extensive phone experience, including upselling products
- Busing tables quickly and efficiently
- Greeting customers and seating them to their tables
- Training other new employees
- Adapting to a flexible schedule

Education

05.2019

Computer And Information Services, Canadian Valley Technology Center - Mustang, OK

05.2019

High School Diploma, Mustang High School - Mustang, OK

Certifications

98-349 MTA: Windows® Operating System Fundamentals Certification