

# Ryan Frechette

ENTRY-LEVEL IT SUPPORT | HELP DESK | MICROSOFT 365 SUPPORT

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## PROFESSIONAL SUMMARY

Entry-level IT support candidate with a strong customer-service background, hands-on Microsoft 365 / Entra ID lab experience, and GitHub-documented help-desk labs. Skilled in troubleshooting user issues, following support workflows, documenting resolutions, and communicating clearly across phone and chat. Uses AI tools responsibly to draft support responses and organize technical documentation.

## CORE SKILLS

<b>Support &amp; Troubleshooting</b>	Troubleshooting & root-cause thinking · Help desk workflows · Ticket triage · Escalation awareness · Windows support
<b>Tools &amp; Systems</b>	Microsoft 365 · Entra ID (user/account basics) · CRM & POS systems · Ticketing · AI-assisted support drafting
<b>Documentation &amp; Communication</b>	Technical & resolution documentation · Process notes · Customer & phone/chat support · GitHub portfolio docs

## PRACTICAL IT SUPPORT READINESS

- Help desk fundamentals backed by the Google IT Support Certificate and completed CourseCareers IT coursework.
- Hands-on Microsoft 365 / Entra ID practice — user and account support, access basics, and admin navigation in a lab.
- Documentation-first habits: ticket triage, troubleshooting checklists, escalation awareness, and GitHub-published support notes.
- Customer-service foundation — POS and CRM troubleshooting, clear phone/chat communication, and calm issue resolution.

## SUPPORT PROJECTS

### Atlas AI Help Desk Copilot

[github.com/RyanRFrechette/Atlas-AI-Help-Desk-Copilot](https://github.com/RyanRFrechette/Atlas-AI-Help-Desk-Copilot)

- Built a ticket-triage project that classifies tickets, suggests troubleshooting steps, and flags when to escalate.
- Documented troubleshooting checklists, technician notes, customer response drafts, and resolution notes for repeatable handling.
- Added phishing and security-awareness prompts to model safe, responsible support communication.
- Published a screenshot-backed README with case studies, use cases, limitations, and local setup notes.

### Microsoft 365 / Entra ID Admin Lab

[github.com/RyanRFrechette/Microsoft-365-Entra-ID-Admin-Lab](https://github.com/RyanRFrechette/Microsoft-365-Entra-ID-Admin-Lab)

- Practiced Microsoft 365 administration and Entra ID fundamentals in a hands-on lab environment.
- Worked through user and account support, access-management concepts, and admin navigation.
- Documented lab steps and findings for clear, repeatable reference.

## CERTIFICATIONS & TRAINING

Google IT Support Professional Certificate · CourseCareers — IT Course (Completed)

## WORK EXPERIENCE

### Stocking Team Associate — Walmart

Nashua, NH · Jan 2026 – Present

- Follow structured inventory workflows accurately under time-sensitive deadlines while coordinating clearly with the team.

### Freelance Delivery Representative — DoorDash

Nashua, NH · Jul 2021 – Dec 2025

- Completed 15,000+ on-time deliveries, managing routes and tasks independently.
- Troubleshot app, GPS, payment, and order issues — resolving via in-app chat and phone support or escalating when needed.

### Manager in Training / Delivery Expert — Domino's

Nashua, NH · May 2018 – Jul 2021

- Operated and troubleshot POS systems while handling phone, chat, and front-counter customer support.
- Trained 15+ employees and documented repeatable workflows and safety procedures.

### Customer Service Specialist — Tripjoy Advantage

Merrimack, NH · Jan 2016 – Apr 2018

- Managed customer records and follow-ups in CRM software; handled phone support, contracts, scheduling, and payments.

*Additional experience: Professional Furniture Mover — Easy Days Moving, Nashua, NH (Aug 2013 – Jan 2016).*