
Eric L. Pauletich

www.linkedin.com/in/epauletich ▪ Bellevue, Washington 98006 425-327-4188 ▪ epauletich@gmail.com

PROFILE

Motivated, network professional with experience as a IT/Network/Systems Administrator. Accustomed to handling sensitive, confidential records in professional manner. Flexible and Versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in hectic and fast paced environments as well as non face paced and hectic. Excellent Team-Building Skills.

SKILLS SUMMARY

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| • PC operating Systems | • PC Computer Maintenance | • Adobe Acrobat |
| • Windows Server 2008/2012r2/2016 | • Cloud Computing Virtual | • Professional Presentations |
| • Windows 7, 8, 10 | • Basic Wireless configuration (Meraki and UniFi) | • Written Correspondence |
| • Linux | • Basic Cisco Router setup | • Records Management |
| • Networking | • Edgerouter Setup | • Sensitive Document Management |
| • Carbon Black AV | • LAN Design | • Leadership Training |
| • VMware ESXiHyper-V | • Powershell | • Relationship Building |
| • Visual Basic Script/Applications | • Unifi Video | • General Office Skills |
| • Software Defined Networking (Meraki and UniFi) | | |
| • Nutanix | | |

PROFESSIONAL EXPERIENCE

Communication

- Prepare complex reports for United States Marine Corps and United States Navy personnel, ensuring full compliance with command requirements and tight deadlines.
- Author professional correspondence to Naval and Marine Corps Command.
- Ability to communicate technical knowledge for troubleshooting hardware and network issues.
- Communicate computer concepts to customer's layman's terms to facilitate understanding.
- Annotating customer issues with fixes or other problems.
- Collaborate with other teams to help resolve issues that require approval.

Customer Service

- Input trouble tickets, and help with level 1 and some level 2 support.
- Track multiple issues from time I touched it to resolve.
- Configured new equipment and conducted several projects with complete documentation.

During my Time at BPOS, I have used powershell for a wide range of tasks. Anywhere from completing customer requests to managing server issues. We used product studio to keep notes and make annotations about fixes, breaks, or more information needed. I have been using Hyper-V to host a web server farm and a break fix environment.

EMPLOYMENT HISTORY

Eric L. Pauletich

Systems Administrator -
SEATTLE LIGHTING, SEATTLE, WA

9/2019 – 2/2020

Maintained the small network that utilizes Cisco switches, virtual linux/windows servers and workstations. Troubleshooting connectivity issues as well as maintaining network and server up time. Using Manage-engine suite of products for remote help, Mobile device Management, as well as improving connectivity throughout the building. Working with Windows server 2008 R2, and Windows 7 pro to Windows 10 Pro upgrades. Maintained Hyper-V and VMWare ESXi 5.5 for more stable virtual environment. Exchange, Apache, Active Directory, with Remote Desktop Remote App services. Daily tasks of not just helping the users or being in one location but though all the stores in the Seattle area, but Portland area and Dallas. Even went to help get the Dallas store back online after a tornado hit and destroyed the showroom floor.

Systems Administrator -
MITCHELL MCN, SEATTLE, WA

1/2019 – 6/2019

Maintained, configured and fixed Computer networks to include application troubleshooting and printer upkeep. Most networks managed used Cisco Meraki. With a VPN connection to backups in Azure. Using tools from LanSweeper, Tenable, and Solarwinds. Started to use Carbon Black anti virus for a better AV control over all devices, whether they were onsite or offsite. Used Intune and Azure Active Directory for user logins that were not onsite with the domain controller. Using Connect Wise and Jira to handle Helpdesk tickets with the Help Desk engineer, with the many things he could not take care of. The biggest task from day to day was making sure users in the 2016 Remote Desktop Services can login over the SD-WAN or remotely to be able to their jobs. Used nutanix and migrated all the VM from the old hardware to the new converged environment, in a High available VMware Hyper-converged environment.

Senior IT Technician -
BLACK LABEL IT LLC, SEATTLE, WA

8/2018 – 11/2018

Maintained, configured and fixed Computer networks to include application troubleshooting and printer upkeep. Most networks managed used Cisco, Dell, Switches, Meraki. Managed WiFi using an Unifi Controller in Azure and Meraki in the Cloud. Using tools from Sophos Central to N-Central for monitoring, patching, Anti-Virus for local and remote device management, to include MSP Manager for Ticketing and keeping track of billable time. Upgrading Customers individual PC's backup using Shadow protect to ensure that there was many ways to recover the data. Doing many projects from Network switch replacement to desktop hardware refresh.

IT Technician -
SMOOTH-IT, HAYDEN, ID

9/2015 – 7/2018

Maintained, configured and fixed Computer networks to include application troubleshooting and printer upkeep. Most networks managed used Cisco, Dell, Ubiquiti Switches, both Unifi and EdgeMax. Managed WiFi using an Unifi Controller in Azure. A customer also used Unifi Video Camera's for the security, easy setup and maintenance. Using tools from N-Central for monitoring, patching, Anti-Virus for local and remote device management, to include Autotask for Ticketing and keeping track of billable time. Upgrading Customers from Windows 7 to Windows 10 Pro, Server 2008R2 to Server 2016 using FOG server, Windows Imaging, made redundant backup using Windows backup and Azure to ensure that there was many ways to recover that data. Doing many projects from Network switch replacement to desktop hardware refresh.

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Network/Systems Administrator -
COMTRONIC SYSTEMS, CLE ELUM, WA

6/2014 – 12/2014

Maintained the small network that utilizes Cisco switches, virtual linux/windows servers and workstations. Troubleshooting connectivity issues as well as maintaining network and server up time. Building new servers and desktops from hardware and cleaning out the old inventory. While there I also made an inventory program to track the many different network assets and who they were assigned to. Configuring Firewall for fiber network, as well as improving connectivity throughout the building. Working with Windows server 2008 R2 through server 2012 R2, and Windows 7 pro to Windows 8.1 Pro upgrades. Implemented VMWare ESXi 5.5 for more stable virtual environment. Exchange, Apache, Active Directory, with Remote Desktop Remote App services.

Tier III Incident Engineer -
MICROSOFT – Bellevue, WA

10/2011 – 1/2013

Troubleshooting server problems in the Production and Preproduction environments throughout multiple datacenters across the world. Working with many different teams via IM and Voice chat to resolve issues that require more support. Resolved many networking and connectivity problems within the environment. Working with Windows Server 2003/2008 environment, fielding many different customer requests in Exchange, IIS, and Active Directory, restoring Blackberry Services, troubleshooting problems within exchange, SQL, and other customer issues with the service. Helping the lead on duty by training new personnel, being the go-to guy answering questions and assisting other Engineers.

Help Desk Coordinator -
DEPARTMENT OF VETERANS AFFAIRS – Seattle, WA

3/2011 – 8/2011

Help desk support for Seattle Veterans Affairs office. Inputting, tracking, and following up with trouble tickets. Activities include helping the IT Staff with re-imaging, moving, and installing computer hardware when needed. I also played a major role in the inventory of all assets on the 10th through 13th. I developed and wrote a Visual Basic Applications script with Error log to help facilitate mapping of printers for end users.

Personnel/Administrative Clerk, Recruiter-
UNITED STATES MARINE CORPS, Oceanside, CA

5/2003 – 11/2010

Personnel/Administrative Clerk:

Maintained over 100+ records, tracking of documents for customers, emails from subordinate commands for pay, separations, records, and overseeing the training of new Marines. Oversaw the deployment of over 300 computers and 20 printer/copiers in 3 different locations. Helped to streamline the administrative process by using VBA and VBS. Tested and helped deploy a ticketing system between the locations for improved customer service. Tracked and helped troubleshoot program, computer, and network related issues to all assets in the buildings.

Recruiter:

Maintained required reports for systematic recruiting of potential applicants. Canvassed the population for prospective applicants, established liaison with school officials and civilian agencies. Screened potential applicants to determine mental and physical eligibility.

UNITED STATES MARINE CORPS 2003 to 2010 Active Duty, Honorably Discharged

Eric L. Pauletich

EDUCATION

RENTON TECHNICAL COLLEGE – Renton, WA	
Associates Degree in Computer Networking, GPA: 3.7	1/2011 - 8/2011
Certified by CompTIA A+	
CAMP JOHNSON – Jacksonville, NC	1/2004 – 2/2004
Personnel Clerk Training	

CERTIFICATIONS

Certified by CompTIA A+	5/2011
Microsoft Certified Professional	1/2017
Apple Certified Associate	2/2017