

Erik Collier

The Man that will get things done

Buena Park, CA

Ecollier2456@gmail.com

7148652077

Hardworking and very reliable

Quick and eager to learn

Excellent customer service skills

Excellent communication and great team player

Great technology learning capabilities

A versatile problem-solver with a known track record of exceeding expectations

Willing to relocate to: Florida - Florida City, FL - Jacksonville, FL

Authorized to work in the US for any employer

Work Experience

Remote Customer Service Representative

Dan Curtis Design Studio - Remote

May 2020 to August 2020

- Support Marketing Team
- Handle Billing and Customer Sales
- Assist President with any other jobs that may need to be done.

IT Office Associate

Autism Spectrum Interventions - Fullerton, CA

December 2019 to January 2020

- Implement technology needs such as a computer, video, audio, television.
- Drive from work location to work location
- Run cables, wires, and similar technology equipment.
- Upload office documents on cloud-based/ dropbox internet service
- Perform office maintenance tasks such as repair office contents; door handles, paper towel dispensers, patch, texture and paint walls.
- Notify when supplies are needed
- Ensure the office is running efficiently
- Communicate with families using empathetic tone
- Communicate with clinical staff in a supportive manner
- Update all combinations and codes; including but not limited to Door locks, paddle locks, lockboxes upon request.

Network Technician 1

Smart City Networks - Anaheim, CA

October 2019 to January 2020

- Interacting with show and event customers to help connect their networks

- Taking show schematics/ maps and plans and transforming them into real-life, well-connected networks
- Monitoring the inventory and restocking their cart to ensure they have all the tools needed for the customer's set-up as planned
- Troubleshooting on the spot issues and pro-actively assisting customers with set-up, maintenance and takedown of installations by color coding and proper testing of copper and fiberoptic cables, installing jumpers and patch cables and providing other technical assistance as trained qualifications

Public Works Intern

City of Anaheim - Anaheim, CA

June 2018 to July 2018

- Attend Pre-construction Meetings
- Study plan layouts and make plan corrections
- Shadow Inspectors, Construction Managers, Project Managers and Surveyors

Education

Professional Certificate in Business Foundations

Coursera - Remote

November 2020 to Present

Associate in Cybersecurity

Trident University International - Cypress, CA

September 2020 to Present

Skills

- Strong attention to detail
- Customer Service (2 years)
- Microsoft Office (2 years)
- Time Management
- Bookkeeping

Links

<https://www.linkedin.com/in/erik-coller-919a7113a>

Certifications and Licenses

Driver's License

March 2017 to February 2021

Assessments

Problem Solving — Highly Proficient

June 2019

Analyzing relevant information when solving problems.

Full results: [Highly Proficient](#)

Logic & Critical Thinking — Highly Proficient

July 2019

Using logic to solve problems.

Full results: [Highly Proficient](#)

Cognitive Ability — Proficient

February 2020

Combining pieces of information to form general rules or conclusions.

Full results: [Proficient](#)

Technical Support — Highly Proficient

June 2019

Applying protocols to identify errors and solutions in order to maintain system function.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

March 2020

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Work Style: Reliability — Proficient

July 2019

Tendency to be dependable and come to work.

Full results: [Proficient](#)

Basic Computer Skills: PC — Highly Proficient

September 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Highly Proficient](#)

Attention to Detail: Inventory — Expert

July 2019

Applying systematic processes for managing and storing products and merchandise.

Full results: [Expert](#)

Business Math — Familiar

April 2019

Measures a candidate's ability to use basic math to solve problems in a business context.

Full results: [Familiar](#)

Attention to Detail: Inventory — Expert

August 2019

Applying systematic processes for managing and storing products and merchandise.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Groups

Mount Calvarly Lutheran Church

May 2016 to May 2019

Acolyte and Altar Guide

I volunteer here as an Acolyte and Altar guide, I volunteer 1-2 Sundays a month or whenever I'm Scheduled. In my Postion as an Acolyte and Altar Guide

1. Light the candles before the service starts and put them out after the service.
2. Help with Communion
3. Help collect the tithes and offerings As an Alter Guide
4. Help Set out the bread and wine
5. Set out the collection plate