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Erik Llerena

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About me

I bring 16 years of experience in hardware and software troubleshooting practices. In parallel, I bring strong interpersonal communication skills with internal and external customers in a corporate environment.

Work Experience

QuadraNet Enterprises LLC / Technical Support Engineer *Los Angeles, CA | [2020 - present]*
- Upgrading and troubleshooting Windows and Linux Server hardware (RAM, HDD, SSD, RAID card, SFP, NIC, IPMI)
- Providing update to domestic and international clients over ticketing system or over the phone.
- Running copper and fiber optic to cross connect cabinets and floors.
- Racking and de-racking 45 lbs Servers, PDU's, rails, Routers, Switches.
- Mounting KVM, ISO and USB devices for remote clients' tasks.
- Following detailed instructions to reboot servers, nodes, PSU.
- Coordinating, receiving and shipping material.

Apple / US-Tech Specialist *Los Angeles, CA | [2019 - 2020]*
- Backed up and restored customers' information to new iPhone 11.
- Advised and processed purchases of new Apple products: Mac, iPads, iPhones, Watch.

Halliburton / Reliability Engineer *Midland, TX | [2018 - 2019]*
- Reported details of findings to upper management after hardware or software failure investigations were completed.
- Reinforced IT policies for Windows servers.
- Supported installation and testing of software and hardware for legacy or new technologies.
- Configured profiles of users to access local services such as: Corporate Search Engine, Microsoft Outlook, Symantec VIP, Network Drives, VPN.

Keane Group / IT Field Support Administrator *Midland, TX | [2018 - 2018]*
- Scripted batch files to remove old information after 30 days of residing in Windows servers.
- Solved configuration problems in wi-fi access points to bridge Internet access and to limit its availability from global to only authorized users.
- Assisted remote users having configurations issues with tablets.
- Solved auto reboot issues in Windows servers by applying Microsoft Group Policy.
- Automated email alerts with Google Sheets Script to track a variety of license inventory.

Schlumberger / Field IT Technician *Midland, TX | [2017 - 2018]*
- Solved TCP/IP configuration issues for CAN to HMI interface.
- Solved 100% issues in frozen Windows servers.

LL Piano / IT Administrator *Fort Worth, TX | [2012 - 2016]*
- Scripted htaccess files with security rules to prevent undesired registration of foreign IP addresses.
- Scripted PHP files on server side to prevent URL attacks from unauthorized non-administrator users.
- Re-imaged, updated and restored Mac OS laptops. Backed-up sensitive information as needed.
- Created cron job to run once every three months to solve the problem of inactive users.

Sperry Drilling / Global Technical Instructor / Lead Tech / Supervisor *Burleson, TX - Mexico - Dubai - Singapore - | [2004 - 2016]*
- Implemented Microsoft SharePoint for file sharing and version control of sensitive training material.
- Worked under high pressure deadlines to troubleshoot and turnaround hardware and software issues.
- Assembled, set up and configured satellite antennas for Internet and VPN access.
- Solved hardware issues for Windows servers hence improving reliability and performance.

Halliburton IT District Administrator *Ecuador | [2004 - 2004]*
- Enabled additional network nodes and switch ports for workstations due to network expansion.
- Backed-up information and re-imaged laptops for users due to unstable OS.
- Supported approximately 200 Microsoft Office (Word, Excel, Power Point) users.
- Installed, configured and patched Windows OS and InSite software in servers used for Oil and Gas exploration.

Navy of Ecuador / LAN Analyst *Ecuador | [2003 - 2003]*
- Engineered Services for the Navy of Ecuador to interconnect 90% of its nationwide Technology Centers over DSL and microwave links.
- Configured Windows Security Rules and File Sharing services for local users.
- Supported approximately 300 Microsoft Office and Microsoft Exchange users.
- Configured Linux servers with the following services: RAS, DNS, Squid, email, File Sharing, FTP.

Army Polytechnic School / IT Desktop Support *Ecuador | [2000 - 2003]*
- Provided tier 1 support in a campus of 400 users, solving issues related to: Microsoft Office (Word, Excel, Power Point), mapping to network drives, configuring Outlook Mail, installing drivers for printers and other peripherals.
- Wired Cat 5 network cable to approximately 200 stations for Internet and Intranet access.
- Wired backbone fiber optic to interconnect ESPE library to administration building.

Projects Experience

MSU e-commerce / Project Manager *Started: 01.01.2017 - Ended: 11.11.2017*
- Guided a team of 5 developers, completing 70% of this e-commerce project which was built over Laravel and staged with AWS.
- Monitored Bitbucket and Trello collaboration tools to ensure that developers were pushing quality code daily.
- Resolved technical difficulty that was slowing down the project by adopting Node.js as opposed to Angular technology.
- Hired the technical support to push code to AWS for testing.

Meaningful - English to English Dictionary App for Android - Github **/ Developer** *Started: 10.06.2016 - Ended: 11.11.2016*
- Developed this app using three different types of Async RESTful APIs to scrape definitions off JSON and XML data records.
- Engineered the server side using PHP and MySQL to allow the community to contribute by uploading sound files.

Education

Nanodegree - Android App Developer Certificate - Udacity. [2016]
Polytechnic Army School of Ecuador - BS (Systems Engineering). [2004]