

Eric O'Riley ~ IT Technician

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Certification – CompTIA A+ | *Verification Code: 8XBPM1BM8G1E1QGR Sec+ < month*

Education – Associates in Business Administration | *Gavilan College MIS undergrad*

Professional Experience (3 Years)

Tier 1 Tech Support – Help Desk

Hitachi Global Storage Technologies, San Jose, CA

Aug 2014 – Aug 2015

- Resolved 300+ software tickets, primarily: corrupt OS restorations, salvaged lost files, malware cleanses and IP renewals. Windows event viewer/Linux error log savvy.
- Diagnosed and repaired 30+ hardware failures on critical systems, primarily: failed RAM, PSU, and HDD replacements. Some printer support.
- Respectfully informed end users as to why the issue occurred, how it was fixed, and how it may be avoided in the future.

Tier 3 Tech Support – IT Project Delivery

Hitachi Global Storage Technologies, San Jose, CA

Aug 2015 – Aug 2016

- Collaborated with diverse, eight person engineering team to deploy and maintain newly developed software to 60+ desktops/laptops/thin clients.
- Installed/maintained production server with secure remote access for team: required Debian Linux, Apache, MySQL, VPN, fail2ban, crontab, and SSH configuration.
- Utilized Office, Excel, and PowerPoint to write a software manual, create Gantt charts for managers, and deliver training presentations to 100+ end users.

Ref – HGST Senior Manager of Info Systems: lengyel.attila.antal@gmail.com /in/lengyelattila/

Freelance – Traveling Tech Support

Feb 2017 – Feb 2018

- Offered PC tune-ups, hardware/network upgrades, and camera systems to clients.
- Numerous home office networks installed: routers, switches, NAS, and IoT devices.

Volunteer Experience

Loaves, Fishes, and Computers, Salinas, CA

Aug 2018 – Jan 2019

Refurbished and repaired desktops, laptops, Chromebooks, and raspberry pis a couple of days each week for schools and low income families. I loved this place.

Ref – Refurbishing Manager and Mentor: Juniormunoz@LOAVESFISHESCOMPUTERS.ORG

Hard Skills

Swift troubleshooting and solution proposal

Scripting for time saving/task automation

Expert malware removal/prevention

Soft Skills

Clear communicator of tech concepts

Strong patience with frustrated users

Live to work/bond with a team