
Eric Skoglund

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Information Technology Specialist

Technologist with a commitment to respectful communication skills and over 10 years of leadership experience. Proven ability to manage ticketing systems, administrate user and group authentication databases and handle confidential documentation protocols. Can demonstrate strong software and network troubleshooting techniques with a proven track record of improving financial performance and efficient systems. **Areas of experience include:**

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|--------------------------------|------------------------------|----------------------------|
| • Active Directory | • Windows 2000 / 7 / 8 / 10 | • MacOS X / iOS |
| • Software Troubleshooting | • Microsoft Office 365 | • Microsoft Exchange |
| • Desktop / Laptop Hardware | • Printers / Peripherals | • Network Administration |
| • Ticket System Administration | • Customer Service / Support | • Remote Access Computing |
| • Virtual Machine Computing | • Inventory Maintenance | • Firewall Configuration |
| • DHCP / DNS / NAT | • TCP/IP | • LAN / VLAN Configuration |

Education

- Compia A+ ce Certification (March 2021)
- Google IT Support Professional Certificate (September 2020)
- Bachelor of Arts, English; Humboldt State University, California

Professional Experience

COOK, CHEZ PANISSE; BERKELEY CALIFORNIA

March 2018 – Present (3 years, 1 month)

Work with chefs and fellow cooks to develop recipes and menus that connect our guests to the farmers that provide our ingredients. Position includes coaching less experienced cooks on standards of cleanliness, organization and stress management.

EXECUTIVE SOUS CHEF, TRUE FOOD KITCHEN; WALNUT CREEK, CALIFORNIA

March 2013 – March 2018 (4 years, 11 months)

Maintained user access databases for associates and managers. Successfully tracked hiring and onboarding statistics for new restaurant openings using Google Sheets. Recorded inventory of ingredients and equipment as well as labor costs for entry into profit and loss statements using Microsoft Excel. Analyzed cost data to optimize operational systems and to pursue greater financial results year over year. Demonstrated proven leadership skills in training managers to adhere to company best practices.

References available upon request.

