

Erik Pence

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QUALIFICATIONS SUMMARY

Result-focused professional with a passion for technology, as well as complementary, wide-ranging skills necessary to provide outstanding computing environment and business support.

- ▶ **Communication:** Strong interpersonal skills, with the ability to function both individually and with a team. Practice active listening to build trust and establish rapport. Demonstrate attentiveness to customer needs by asking open-ended and specific questions about problems, determining a solution, and following through with appropriate action for a successful outcome.
- ▶ **Time Management:** Highly organized with a well-developed ability to multi-task. Apply critical thinking analytic skills to solve problems and create solutions, under pressure of time constraints.
- ▶ **Administrative Skills:** Well-rounded working knowledge of inventory control, purchasing and receiving, inside sales, team building and leadership, account management, marketing, data processing, and computer updates and basic trouble-shooting. Continually deliver superior customer service.
- ▶ **Technical Aptitude:** Technical ability to learn new hardware and software. Analytical ability to diagnose problems and devise solutions. Technological proficiency with Windows 10, Microsoft Office Suite, WordPress, HTML, Adobe Dreamweaver, Cascading Style Sheets (CSS).

PROFESSIONAL EXPERIENCE

MILESTONE TECHNOLOGIES INC, SAN JOSE, California

Inventory Control Technician (11/2019 – Present)

Serve as Inventory Control Technician for an IT Services company, serving an Internet-related client. Conduct daily cycle count of assets. Maintain inventory within the warehouse setting for multiple departments. Assist other departments with workload as required to provide efficient work flow. Respond to customer inquiries and requests per ticket based system.

COROVAN, SAN LEANDRO, California

IT Lead / IT Technician (4/2018 – 11/2019)

Serve as team lead for a moving storage company, serving business with IT moving solutions and assistance. Oversee computer system post moves. Conduct quality assurance on the computer system after the reconnect stage. Conduct scans into inventory software for customer computer systems. Conducts minor troubleshooting on computer system

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SAN PABLO PLUMBING SUPPLY INC., SAN PABLO, California

Assistant Manager / Inside Sales (6/2012 – 4/2018)

Serve as team lead for plumbing supply company, serving contractors and homeowners. Oversee computer system updates and minor troubleshooting. Conduct inventory control, including purchasing, inspecting for damages, documenting damages and returns to vendors, receiving, reconciling discrepancies, and shelving stock. Oversee inside sales for all materials and equipment.

Selected Contributions:

- Initiated company website project. Designed and programmed content using WordPress.
- Successfully collaborated with colleagues, cross-training and mentoring new employees to provide prompt, superior customer support and service.

EDUCATIONAL BACKGROUND

Bachelor of Science in Information Technology, expected 2021

CAPELLA UNIVERSITY, Online

Completed Courses include Communication Strategies for IT Professionals, Intro to database systems, Software Architecture, Hardware and Operating Systems, System Administration.

Associate of Science in Computer Programming, 23.55 Units Completed

CONTRA COSTA COLLEGE, San Pablo, California

Completed Courses include Web Design, Computer Logic