



# ERICK ALONZO ESCOLERO

## IT SUPPORT SPECIALIST

### PROFILE

Solutions-focused, team oriented **IT SUPPORT SPECIALIST** with broad-based experience and hands-on skill in the helpdesk, customer and technical support operations. With an in-depth understanding of computer hardware and software, including installation, configuration, management, troubleshooting, and support.

### CONTACT

**PHONE:**

323-761-0704

**PROFESSIONAL PROFILES:**



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### MILITARY SERVICE

**Branch:** United States Marine Corps

**Rank:** Lance Corporal

### CERTIFICATIONS

**A+ Certified**

July 2001 to Present

**MCPS: Microsoft Certified Professional**

July 2001 to Present

### PROFESSIONAL EXPERIENCE

**Team Leader**

GEO Group Correction Facility - McFarland, CA

October 2014 to August 2019

- Attended Team Building seminars (Global Leadership Summit)
- Attended Community College and self-help programs.
- Led worship services and was part of the church leadership.

**IT Lead / Loss Prevention Technician**

Beauty Supply Warehouse - Las Vegas, NV

September 2013 to September 2014

- Maintained POS systems at retail stores operable using cutting-edge technology for processing cash or credit transactions.
- Manage and handled all IT operations at a retail and corporate level without the need to hire outside IT support.
- Aided Loss Prevention department in the installations and network configurations of hardware and software peripherals saving company time and money.

**IT Computer Support Specialists**

TEKSystems - Ontario, CA

January 2013 to May 2013

Contracted temporarily. Project ended after 5 months.

- Helped facilitate a project to change all computer systems at Loma Linda Hospital that included upgrading hardware and software, computers, monitors, printers, and other network peripherals.

**IT Manager / Data Security Manager**

3RNetwork - Chino, CA

January 2012 to August 2012

- As the security lead manager, project managed the installation and configuration of Blancco Server Edition and Tabernus Enterprise Erase Array software and hardware levels.
- Assisted in the NAID certification and maintain Data Destruction Department at NAID requirements and specifications.
- Defined and implemented improved corporate policies regarding the location, safety and security of servers and equipment.
- Recommended modifications to improve speed of operations and system security measures.
- Configured and managed AD, Exchange, DHCP, Antivirus and backup servers, in the corporate network.
- Managed and cross-train students from vocation school to complete 160 hours of externship program.
- Responsible for managing the company's CCTV security camera system.
- Responsible for scheduling and training employees.

## EDUCATION & TRAINING

### Coastline Community College / College Christian Theology (TUMI)

July 2015 to August 2019

- Business management, marketing, personal finances.

### Computer Education Institute (CEI)

Vocational School

July 2001 to November 2002

- Computer Network / PC Repair
- Received A+, and MCP

### Venice High School

1996 to 2000

- High School Diploma

## OTHER EXPERIENCE

### Multi-Level Marketing / Network Marketing

May 2011 to September 2014

Companies:

**Organo Gold, TLC, Melalueca**

Skills Acquired:

- Leadership, Team-Building, Internet Marketing, Affiliate Marketing, Sales, Blogging, AdWords, YouTube Marketing, SEO, Social Media Marketing, etc...

## REFERENCES

Available Upon Request

### Network Administrator Assistant

Ketab Corp - Westwood, CA

June 2010 to September 2011

- IT assistant for a medium size company where I help manage about 30 computers.
- Perform weekly backups to server, fresh installed new OS to all computers and configured them in our servers.
- Configured network printers. Help manage active directory, help manage and maintain company websites.

### CIA/Computer Tech

Geek Squad/Best Buy - Los Angeles, CA

October 2009 to September 2011

- Assist customers with any computer problems.
  - Resolved customer concerns in a positive and helpful manner.
  - Troubleshoot and fix laptops, desktops, and netbooks with any hardware and software problems.
  - Perform Diagnostics, Data backup, software and hardware installs.
  - Perform virus removals.
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