**Eric Parker**

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**WORK EXPERIENCE**

# System Administrator

Intrexon/ MBP Titan

* Installation of new desktop, laptops, and tablets
* Re-image Desktops, Laptops and Tablets from windows XP,7, or 8 to windows 10 OS
* Using windows administrative tools to remove old machines from active directory
* Upgrade to new/current software
* Network / local Printer configuration & installation
* Manage client user accounts and organizational client device accounts
* Used Remote desktop protocol
* Provides service to end-users for operation, restoration, and configuration of information systems

# EPIC TDR Tester/ IT Support

Alameda Health System

* Re-image Desktops, Laptops and Tablets from windows XP,7, or 8 to windows 10 OS
* Provide phone/in-person support to employees with technical issues or questions
* Be able to evaluate, prioritize and respond to incoming requests via phone, e-mail, voice mail or in person
* Roll out EPIC to 6 different medical facilities
* Test EPIC medical records system for functionality and operational readiness

# System Administrator

AECOM/DHS ICE Contract - United States - July 2018 to March 2019

* Installation of new desktop, laptops, and tablets
* Re-image Desktops, Laptops and Tablets from windows XP,7, or 8 to windows 10 OS
* Using windows administrative tools to remove old machines from active directory
* Upgrade to new/current software
* Network / local Printer configuration & installation
* Patch panel set up / network configuration
* Installing and replacing UPS batteries
* Manage client user accounts and organizational client device accounts
* Used Remote desktop protocol
* Provides service to end-users for operation, restoration, and configuration of information systems
* Troubleshooting trouble tickets Removes and replaces components and peripherals to restore system operation
* Installs and configures software operating systems and applications
* Manage storage tapes

# Refresh Technician

DXC Contract - United States - March 2017 to March 2018

* Installation of new desktop, laptops, and tablets
* 90% travel of the United States to different work sites
* Re-image Desktops, Laptops and Tablets from windows XP,7, or 8 to windows 10 OS
* Using windows administrative tools to remove old machines from active directory
* Upgrade to new/current software
* Network / local Printer configuration & installation
* Patch panel set up / network configuration

# Refresh Technician

CSRA Contract - United States - September 2016 to January 2017

* Installation of new desktop, laptops, and tablets
* 90% travel of the United States to different work sites
* Migrate Desktops, Laptops and Tablets from windows XP,7, or 8 to windows 10 OS
* Using windows administrative tools to remove old machines from active directory
* Upgrade to new/current software
* Network / local Printer configuration & installation
* Patch panel set up / network configuration

# Refresh Technician

Hewlett-Packard Contract - United States - February 2015 to May 2016

* Installation of new desktop & laptops
* 90% travel of the United States to multiple government facilities
* Migrate Desktops, Laptops and Tablets from windows XP,7, or 8 to windows 10 OS
* Using windows administrative tools to remove old machines from active directory
* Install new/current software
* Network printer mapping

# Helpdesk Technician

United States Air Force Reserve – Travis AFB, CA – September 2013 to November 2016

* Manage client user accounts and organizational client device accounts
* Troubleshooting trouble tickets through Remedy for 25 users a day
* Cable installation and creation i.e.: Cat5, Cat3, Cat 5e, and Cat6
* Manage hardware and software
* Installing software (Java, printer drivers, anti-virus, etc.)
* Migrate Desktops, Laptops and Tablets from windows XP,7, or 8 to windows 10 OS
* Perform client-level information technology functions & voice network functions
* Removes and replaces components and peripherals to restore system operation
* Installs and configures software operating systems and applications
* Network / local Printer configuration & installation
* Patch panel set up / network configuration
* Used Remote desktop protocol
* Provides service to end-users for operation, restoration, and configuration of information systems
* Performs configuration, management, and troubleshooting
* Create MS excel spreadsheets

# Production Assistant

Greater St. Paul Church - Oakland, CA – May 2012 to August 2012

* Record church service visually and audibly/ operate video cameras and microphones
* Edit and burn CDs & DVDs
* Operate lighting system and sound system
* Sale recorded CDs & DVDs of the church service
* Set up cameras around site
* Managed audio and visual on computers

**EDUCATION**

**Highs School Diploma,** 2012

Leadership Public School – Oakland, CA

**Summer Information Technology Program**

IBM - Oakland, CA – May 2010 – August 2010

* Learned how to build a computer and motherboard
* Installation of RAM and NIC’s
* Worked on hard drives

**MILITARY SERVICE**

Service Country: United States

Branch: Air Force

Rank: E-3

Honorably Discharged

December 2013 to November 2016

**CERTIFICATIONS/LICENSES**

**CompTIA A+**

September 2017

# DOD Secret Security Clearance

December 2013 to December 2023

**ADDITIONAL INFORMATION**

HIGHLIGHTS OF QUALIFICATIONS:

* Excellent communication skills
* Capable of working with others
* Type 80 wpm
* Hard working and a fast learner
* Four years of business startup & mgmt. experience

6 years working in Government environment (Department of Defense/Department of Homeland Security)