**Larric Eichelberger**

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A recent graduate of an intensive IT program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. 9+ years of customer service experience have led to strengthened skills in communication, decision-making, and client management.

**RELEVANT SKILLS**

Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation

Software Installation & Configuration • Customer Service • Problem-Solving • Hardware Troubleshooting • Data Analysis

**EDUCATION**

**Merit America •** *Virtual* **09/2021**

***Google IT Support Professional Certificate***

* Skill development includes **troubleshooting**, **customer support**, **networking**, **operating systems**, **systems administration**, and **security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification

***Additional Skill Development***

* Completed hands-on coursework covering **Microsoft 365**, **Windows 10**, **Spiceworks** ticketing system, and **fundamental cloud concepts**

**PROFESSIONAL EXPERIENCE**

**Fulfillment Center Associate •** *Amazon: Las Vegas, NV* **04/2018 - Present**

* Mentor 15 employees by communicating company safety regulations and demonstrating safety measures, contributing to the development of knowledgeable team members
* Evaluate problems and inconsistencies of returned and used items to ensure that items were fit for reselling, driving down the sale of unsatisfactory merchandise
* Troubleshoot robotics equipment in order to pick product for delivery, relaying faults to the mechanic’s team if troubleshooting options are exhausted

**Production Tech •** *Spreadshirt: Henderson, NV* **04/2016 - 04/2018**

* Reduced printing error rate by 30% through printer maintenance and inventory checks, saving on the reordering of apparel and printer supplies
* Coordinated shipping and delivery pick-ups through the USPS and FedEx, decreasing late deliveries and refund requests from customers
* Assisted production leads with large orders by gathering material and processed prints to meet client deadlines, resulting in high customer retention rates

**Merchandiser •** *Pepsi of Central Virginia: Warrenton, VA* **09/2012 - 05/2015**

* Communicated cross-functionally with all departments regarding sales and display advertisements, through various points of contact, increasing revenue by 10%
* Exceeded weekly sales expectations due to inventory replenishment through ordering and stocking, increasing sales on merchandising route by 15%
* Facilitated shelving resets with store employees and competitors, increasing shelf space for product or advertisement via a display, elevating brand awareness