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| C  E | | Carlos  Erhart | | | |
|  | | Information Technology Support Tech | | | |
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|  | (503) 381-7575 | |  | ABOUT ME | |
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|  | carlos.erhart@gmail.com | |  | *Dynamic, self-motivated, and driven, IT professional with 10+ years of experience troubleshooting complex technical issues and supporting end users.* | *A skilled leader, who is highly resourceful and knowledgeable, with a proven track record of successfully executing tasks, projects, and responsibilities.* |
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|  | Portland / Oregon / USA | |  |
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| linkedin.com/in/carlos-erhart | | |  |
|  | | |  |  |  |
| Skills  * Active Directory * Documentation Creation * Basic Network Switch Management/Configuration * User Education/Training * Project Management  Certifications  * CompTIA A+ * CompTIA Network+ * CompTIA Security+ * CompTIA Project+ * ITIL Foundations  EducationBachelor of Science,Information TechnologyWestern Governors University 2017 - 2020 | | |  | ExperienceIT Support Tech IIColumbia Helicopters / Aurora, OR / 2018 - Present Senior technician, supporting internal helpdesk. Assistant to system administrator.   * Configured/Deployed/Repaired hardware, software, and mobile devices. * Managed deployment projects to successful completion * Mentored and trained level one support techs * Assisted with network device management * Provided education and training to end users * Managed users/groups/permissions in active directory  Technical Support RepresentativeKroger / Portland, OR / 2012-2018 Technical support representative in high-volume call center, supporting account services, PC hardware/software, Printers, and networking.   * Resolved over 91% of support issues on the first call * Managed ticket queue to maintain metric and support goals * Trained and supported new/inexperienced employees * Created and managed documents in knowledge base * Quickly and accurately diagnosed support issues, implemented appropriate solutions, and proactively offered assistance to reduce future call volumes | |