# Eric Spencer

## Westerville, Ohio

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**Technical Skills**

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| * Wireless Network Troubleshooting * Switch and Router Troubleshooting * Microsoft Office Suite Support * Virtual Private Network (VPN) Troubleshooting * IOS Mobile Device Support * Active Directory * PC Support * Business Application Support * Windows 7/10 OS Support | * Duo Mobile * Cisco AnyConnect * Microsoft Outlook Exchange * Virtual Desktop Interface (VDI) * Microsoft SharePoint Support * Network Connectivity Support * BIOS Configuration * DHCP/IP Configuration * General hardware support |

**Professional Experience**

### LucidHealth

### IT Hardware & Software Technician – 9/2021 - current

### Provide level 2 support for radiology workstations. Including hardware and software troubleshooting for Windows operating systems.

* Stage, image, post-image and quality check radiologist reading workstations and corporate employee laptops/workstations using Microsoft Endpoint and Azure Active Directory
* Deploy workstations to homes of radiologists for remote work as well as travel to numerous hospitals supported by the company to perform hardware/software/network troubleshooting for various issues.
* Configure and deploy Sophos firewalls

Ascena Retail Group

**Service Desk Analyst II** – 9/2019 – 9/2021

* Coached, assessed, and led a team of agents towards productivity and team goals.
* Troubleshot, configured and installed local and network printers including Lexmark, Brother and HP brands and models.
* Provided phone support for on-site technicians performing various tasks, including hard drive installations and configuring BIOS settings.
* Verified functionality of store equipment that included network switches/routers, iPads, iPods, workstation computers and ensured clear and concise documentation of said equipment within the company SharePoint.