

# Eric Lynn Sayer

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## Education

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- Oct. 2018, University of Utah Coding Bootcamp
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## Work Experience

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### Regional Manager Executive Assistant, Toys R Us

Sep. 09 – Sep. 18

- In house technical support
  - Supported 20+ District Managers equipment and application needs
  - Supported 120+ Stores with advanced technical help on reports and equipment
  - Extension of HQ technical support in Wayne NJ
- Perform administrative tasks for the Regional Manager
  - Expense Reports
  - Setup Conference Calls with Stores
  - Track Expenses of Stores
  - Track Attendance of Store Managers
  - Track project execution of Stores through completion
- Build and run reports on a daily basis
  - Sales Reports
  - Fill Rates of Ship To Store
  - Fill Rates of Ship From Store
  - Fill Rates of In Store Pickup
  - Product Adjustments over \$200
  - Store Hour Usage from week to week
  - Overdue Product still in stores
- Follow up with Store Managers on tasks
- Assist with Guest escalations until resolution is provided

### Technical Consultant level II, ADP Lightspeed

Oct. 06 – Feb. 09

- Taught internal training classes to new hires on company's database structure, features of the LightspeedNXT software and the interaction between the database and the software
- Traveled to Powersport Dealerships located across the country and Canada for staff training and system setups
- Executed phone support and remote troubleshooting for ADP Lightspeed customers along with additional training when necessary
- Assisted other ADP Lightspeed employees with customer support and other work related issues
- Created "Best Practice" documents for Dealerships to use
- Created and helped manage "Change Requests" for the software.

### Help Desk Support, Unisys

Jun. 05 – Oct. 06

- Assisted Cadbury, Capital One and Marriott with password resets, hardware, and software support
- Maintained a "Help File" database of past tickets, coding methods used and their assigned resolution departments for Cadbury
- Created new employee accounts and placed orders for setting voicemails and computer accounts for new hires
- Disabled and requested cancellation of old employee accounts after departures
- Created "How to" documents for the Cadbury project

### Sprint Supervisor, Teleperformance

Sep. 04 – Jun. 05

- Learned Sprint software and different services offered to their customers
- Performed support and other necessary tasks attached to the Sprint account
- Managed 32 support agents assigned to the Sprint account

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## Professional and Technical Skills

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- MS SQL Server
- Exchange Server 2010
- Lotus Notes
- SQL Reporting Service
- PHP
- MySQL Server
- ISS/ Apache
- Active Directory
- Detailed Oriented and deadline driven
- Fast learner and able to efficiently train and teach others
- Collaborate and brainstorm well with colleagues
- Critical Thinking Skills
- Networking Skills
- FTP
- HTML
- CGI
- DNS
- DHCP
- JavaScript
- CSS
- BootStrap
- Firebase
- Git

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## Reference

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- Upon request