ERIC KROUSS

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SKILLS & CERTIFICATIONS

Technical Skills: React, JavaScript, HTML, CSS, Node.JS, GitHub, Google Cloud, Microsoft Admin 365 suite Windows (7/10/11), MacOS, iOS, SalesForce Service Cloud, Service Now, Active Directory, Azure Active Directory, VMWare Horizon, Numara, Fresh Service, Kaseya, Intune

EDUCATION

MIT xPro   Online
Full Stack JavaScript Development Student   *December 2023– September 2024*

- Currently attending a ten-month online certificate course through MIT for learning front-end and back-end software development with JavaScript using the MERN stack.
- Relevant coursework: HTML, CSS, JavaScript, MERN, MongoDB, Express.JS, React, Node.JS, front-end software development, back-end software development.
- Learned how to properly maintain a GitHub repository

Year Up   Boston, MA
IT/Cyber Security Student   *March 2019 – January 2020*

- Completed a one-year, career-development program comprised of college-level courses including Computer Information Systems, Communications, Business, and a six-month internship with Eastern Bank.
    - Relevant coursework: Advanced Excel, Hardware Troubleshooting, Network Configuration

PROFESSIONAL EXPERIENCE

Johnson & Johnson Abiomed Campus   Danvers, MA *IT*
Migration Team Lead   *May 2024– Present*

- Leading a team of laptop builders in migration of Abiomed employees to the Johnson & Johnson network.
- Responsible for keeping the team on track to image and build several thousand new laptops and deploy them to users.
- Responsible for updating tasks in Service Now and keeping the global spreadsheet up to date with the status of each machine's build progress.
- Responsible for team conflict resolutions.

Trupanion   Seattle, WA
IT Service Desk Technician   *June 2021 – May 2023*

- Delivered Tier I/II IT support via Freshservice and Microsoft Teams, excelling in time management by resolving tickets and user inquiries with an impressive average first response time of 5 minutes and completion time of 30 minutes.

- Led a cross-functional team in a project to optimize corporate hardware preparation processes, showcasing formal training in teamwork and business communication, which resulted in enhanced resource allocation and reduced preparation time.

- Onboarded and offboarded employees utilizing various administrative applications, demonstrating strong customer service skills by ensuring a smooth transition for employees.

- Facilitated IT support training sessions for team members, enhancing the team's capability in providing maintenance and troubleshooting for corporate conference systems, thus improving our oral presentation skills and knowledge sharing.

- Participated in a monthly On-Call rotation, providing exceptional customer service and conflict resolution abilities by delivering prompt 24/7 IT support and minimizing operational disruptions.

Salem Five Bank Head Quarters   Salem, MA
Desktop Analyst   *February 2020 – June 2021*

- Offered Tier I support, mastering time management by maintaining an impressive average first response time of 5 minutes and completion time of 40 minutes, through various platforms including Numara and Kaseya.

- Helped users get their mobile devices setup with Intune.

- Led the initiative to revamp and deploy a new network printer naming structure, demonstrating leadership and business communication skills to streamline IT operations across the organization.

- Managed user access for multiple applications, enhancing system security and showcasing adeptness in conflict resolution by ensuring appropriate access rights.

Eastern Bank Head Quarters   Lynn, MA
IT Technician Intern   *August 2019 – January 2020*

- Provided high-volume IT support, handling 50-60 daily calls and demonstrating excellent customer service by ensuring minimal downtime and high satisfaction.

- Helped users get their mobile devices setup with Intune.

- Balanced a significant workload equivalent to that of four employees, illustrating exceptional time management and dedication to maintaining SLAs.

- Adopted best IT practices, showing a commitment to continual learning and improvement in teamwork and technical competence, further developed through oral presentations and knowledge sharing.