

Erick Jean Reyes

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PROFESSIONAL PROFILE

Experienced IT Specialist with proven ability to troubleshoot and manage various types of technologies. Skilled in breaking down technical information into easy-to-understand communications, facilitating customer training. Consistently commended for leadership, initiative, and the ability to complete projects on time.

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows (7-11, Server), macOS, Linux, iOS, Android

Software: JAMF, VMWare/VirtualBox, Active Directory

Languages: Python, C++

CERTIFICATIONS

- CompTIA A+ - Credential ID: C1J4YHBM8DREQTGC
- CompTIA Network+ - Credential ID: TB2Z4C730DE11QCK
- CompTIA Security+ - Credential ID: 22Z7H7KE0H44Q39H
- JAMF Associate – Credential ID: Z6UOFXUP7TWC
- JAMF Certified Tech – Credential ID: 202202-45176

PROFESSIONAL EXPERIENCE

IT Support Specialist

September 2021 - Present

The Guardian, New York, NY

- Provides point of call to cover support incidents and requests for business users across the breadth of Guardian US (New York, Washington DC, Oakland and other remote locations)
- Participates in technology implementation projects at the direction of the IT Director
- Develops and manages internal knowledge base articles to document technical procedures and provide internal user training, reducing required IT resources

Seasonal Customer Service Associate

April 2020 – December 2020

Amazon, New York, NY

- Operated a variety of software tools (CRM, Knowledge Base, Outlook, and more) to navigate customer accounts, research and review policies, and communicate effective solutions in a fun, and fast paced environment
- Recorded accurate and timely records of customer communications and transactions, and follow up to ensure appropriate actions were completed to resolve customers' concerns
- Developed, and updated internal articles to help solve common customer issues in a timely manner

Information Technology Intern

January 2017 - June 2017

Spanish Broadcasting System, New York, NY

- Demonstrated communication skills to explain technical information in an easy-to-understand manner to employees for education purposes
- Deployed and maintained Windows and Mac PCs at La Mega 97.9 FM's radio station
- Performed troubleshooting techniques on equipment such as computers, and printers

Cyber Threat Analyst Intern

January 2017 - June 2017

Cybersecurity Workforce Alliance, New York, NY

- Developed an insider threat program for the financial services sector in collaboration with industry professionals
- Conducted risks assessments on the financial industry's global infrastructure using the National Institute of Standards and Technology (NSIT) Cybersecurity Frameworks
- Designed, documented, and communicated policies and procedures that complied with international statutory and regulatory cybersecurity requirements

EDUCATION

Bachelor of Science in Computer Science and Information Security

June 2015 – May 2019

John Jay College of Criminal Justice, New York, NY

- Courses include Computer Networking, Computer/Network Security and Forensics, Ethics and Information Technology

Master of Science in Information Technology Management

September 2019 – Present

Western Governors University, Salt Lake City, UT

- Courses include Project Management, Financial Management for IT Professionals, Technical Communication