

Eric Han

East Hanover, New Jersey

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SKILLS

Languages: JavaScript and Node.js

Web Development: HTML5 and CSS3

Microsoft: Excel, Power Apps and Power BI

Databases: Firebase, MySQL and SQLServer

Technologies: Autotask, Git, GitHub, ITSupport247, LogMeIn, Pax8, Webroot and ZeeDrive

EXPERIENCE

Weichert Companies

Morris Plains, NJ

Tech Support Specialist

08/2021 - 02/2022

- Created dashboards in Power BI to reflect yearly hiring and lead distribution
- Produced excel reports for Regional Vice President's reflecting lead distributions, leads received and leads hired
- Weekly Business Analytics data retrieval performed from Real Estate CRM to monitor employee usage trends and used excel and power query to create weekly Pivot Table
- Managed internal Weichert University Recruiting Resource page with HTML and CSS, along with documenting and storing resources for Weichert managers and Real Estate Agents
- Built and analyzed monthly and bi-monthly hiring reports to ensure managers stay on track with quota, while cross referencing hiring reports with daily lead report
- Distributed daily realtor leads to Weichert branches for managers to use as a recruiting tool in their local areas

The Data Pros

Holmdel, NJ

Tech Support

09/2020 – 06/2021

- Client support by answering calls, creating tickets, monitoring status of ticket queues
- Ran phishing simulation campaigns on companies and monitored Dark Web credential leaks (DarkWeb ID)
- First level of response to client issues, with escalation of issues required when problem was unresolvable within an hour
- Collaborated in creation and termination of user profiles on computers, as well as the admin center of Office 365 and Autotask
- Monitored for alerts on server and computer for crashes and reached out to clients to obtain status of issue
- Maintained inventory of workstation additions, deletions and new user transfers for clients
- Managed the purchase of Microsoft licenses with Pax8

Essex County School of Technology (Robert Half Technology)

Newark, NJ

IT Support

09/2019 – 09/2020

- Backed up, reimaged, reinstalled applications and documented serial numbers on computers
- Created instructional documentation for the classroom tracking software LanSchool
- Assisted with tech support tickets dealing with Active Directory, printers, hardware and software issues

Evco Mechanical

West Orange, NJ

IT Support

06/2016 – 05/2019

- Designed and developed application tools to log service history, client equipment and site information. Provided company with an auditing trail for insight on customer interactions and service frequency (Microsoft PowerApps)
- Maintained database of customer asset details, scrubbed data and matched newly added entries with asset pictures in Dropbox. Resulted in persistent data integrity across all data resources (SQL Server)
- Provided training and created documentation for technicians on how to use SamPro, Dropbox and in-house built applications
- Swapped out workstations along with employee cell phones and ensured were installed and properly working
- Designed and printed ID cards for employees to provide identification and eliminate possibilities of imposters at client sites

EDUCATION

Rutgers University – School of Arts and Sciences

09/2012 – 12/2014

Bachelor of Arts in Labor Studies and Employment Relations, Minor: Entrepreneurship

County College of Morris

09/2009 – 05/2012

Associates of Science in Business Administration