

Eric Han

Contact

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 <https://github.com/ericqyhan>

Skills

Programming Languages

HTML
CSS
JavaScript
Node.js
React
SQL

Microsoft

Microsoft Admin Center
Microsoft Authenticator
Power App and Power BI
Office Suite

Technologies

Autotask
Active Directory
AirWatch MDM (Mobile Device Management)
Git and Github
JIRA
macOS
O365
OKTA
Postman
SCCM
ServiceNow
Webroot
Windows 10/11
ZeeDrive

Languages

English (Native)
Chinese (Mandarin) - Fluent

Education

B.A. Labor Studies and Employment Relations
Rutgers University
2012 – 2014

A.S. Business Administration
County College of Morris
2009 - 2012

Certifications

Mainstream Engineering Corporation – EPA 608
Issued: 4/12/2017

Occupational Safety and Health Administration
OSHA 30
Issued: 12/20/2013

Profile

Creative, detail-oriented, software developer with over five years of professional work experience in various IT related roles with a deep interest for data analytics. Proven track record of creating and implementing successful front and back-end web applications, performing data analytics, and providing IT solutions for optimal performance. Passionate about communicating complex technical concepts to non-technical users, ensuring their understanding, and maintaining peak system performance. Seeking a role where I can utilize my strengths, apply my technical knowledge, and thereby contribute to the success of the company.

Work Experience

IT Service Center Specialist

Tiffany & Co. (Motion Recruitment) – Parsippany, NJ July 2022 – June 2023

- Provide Level 1 in-depth technical support for all in-house employees and store locations globally by connecting with users via phone or Microsoft Teams
- Resolve issues including, but not limited to, username and password problems, un-installing and reinstalling basic software applications (specifically on iPhones and iPads), assisting users with various applications and troubleshooting single sign-on
- Diagnose Point of Sale systems and printers for Tiffany stores and office locations globally
- Use Mobile Device Management software to deploy, secure, and manage iPhones and iPads

Tech Support Specialist

Weichert Realtors – Morris Plains, NJ August 2021 – February 2022

- Developed weekly analysis to monitor employee usage trends with business analytics data retrieved from kvCORE (Real Estate CRM platform)
- Managed internal Weichert University Recruiting Resource page with HTML and CSS, along with documenting and storing resources for Weichert managers and Real Estate Agents
- Created and analyzed monthly and bi-monthly hiring reports to ensure that managers stay on track with quota, while cross-referencing hiring reports with daily lead reports
- Designed dashboards in Power BI to reflect yearly hiring and lead distributions
- Produced Excel reports for the VPs of regional branches, reflecting hiring lead distributions on perspective real estate agents

Service Desk Technician

Data Pros – Holmdel, NJ September 2020 – June 2021

- Client support by answering calls, creating tickets, monitoring status of ticket queues
- Acted as in-house macOS specialist while also troubleshooted Windows PCs
- Oversaw phishing simulation campaigns on companies and monitored Dark Web credential leaks (DarkWeb ID)
- Collaborated in creation and termination of user profiles on computers as well as the admin center of Office365 and Autotask
- Monitored for alerts on servers and computers for system failures and reached out to clients to obtain status of issue

IT Support

Essex County Schools of Technology (Robert Half Technology) – Newark, NJ September 2019 – September 2020

- Oversaw IT support dealing with Active Directory, inventory, backups, reimaging computers, setting up printers, and troubleshooting both Microsoft Windows and macOS environments
- Created instructional documentation for the classroom tracking LanSchools
- Troubleshooted Windows, macOS, Chromebooks, and Printers
- Managed hardware assets on laptops and Chromebooks

System Administrator

Evco Mechanical – West Orange, NJ June 2016 – July 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 various applications
- Oversaw hardware asset inventory for phones and tablets