Eric Han
East Hanover, New Jersey

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Github: https://github.com/EricqyHan   **Portfolio: https://www.ericqyhan.com/**

SKILLS

Programming Languages: HTML, CSS, Java, JavaScript, Node.js, React and SQL
Microsoft: Office Suite, Power Apps and Power BI
Technologies: Figma, Git, GitHub, Jira, Virtual Box with Ubuntu Server, Webroot and ZeeDrive

EXPERIENCE

Tiffany & Co. (Motion Recruitment)   Parsippany, NJ
IT Service Center Specialist   07/2022 - Present
- 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 email problems
- 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

Weichert Realtors   Morris Plains, NJ
Data Analyst   08/2021 - 02/2022
- 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 managers stay on track with quota, while cross-referencing hiring reports with daily lead report
- Designed dashboards in Power BI to reflect yearly hiring and lead distributions
- Produced Excel reports for the VPs of regional branches, reflecting hiring lead distribution on prospective real estate agents

The Data Pros   Holmdel, NJ
Tech Support   09/2020 – 06/2021
- Client support by answering calls, creating tickets, monitoring status of ticket queues
- 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 Office 365 and Autotask
- Monitored for alerts on server and computers for crashes and reached out to clients to obtain status of issue

Essex County School of Technology (Robert Half Technology)   Newark, NJ
IT Support   09/2019 – 09/2020
- Created instructional documentation for the classroom tracking software LanSchool
- IT support dealing with Active Directory, inventory, backups, reimaging, and troubleshooting hardware and software issues

Evco Mechanical   West Orange, NJ
System Administrator   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

EDUCATION

Rutgers University – School of Arts and Sciences   12/2014
Bachelor of Arts in Labor Studies and Employment Relations, Minor: Entrepreneurship
Rutgers Coding Bootcamp   08/2019
Java, Spring, SQL, MySQL and Microservices