

Help Desk Assistant - Contractor Help Desk Assistant - Contractor Help Desk Assistant - Contractor  
- Robert Half Technology - CityWide Banks Lone Tree, CO Authorized to work in the US for any  
employer Work Experience Help Desk Assistant - Contractor Robert Half Technology - CityWide  
Banks - Aurora, CO August 2016 to Present Provide remote desktop support to employees  
Perform daily operations and maintenance tasks on an AS/400 system for core banking operations  
Write Python scripts to automate file system tasks to decrease processing time Service Desk  
Analyst II - Contractor Insight Global - Centennial, CO May 2016 to August 2016 Supported over  
20 remote retail locations with proprietary POS software Consistently performed at peak  
performance despite heavy demands of a high-pressure retail domain Provided technical support  
to nearly 1000 home office employees in a Windows 7, 8.1, and 10 environment Participated in  
the roll-out of a new VOIP phone system for home office and retail employees Developed a  
PowerShell script to import employee badge numbers into AD user objects IT Security Analyst  
Trustwave - Greenwood Village, CO March 2015 to April 2016 Handled between 15-25 calls per  
day with a low average talk time Performed TCP/IP packet analysis while configuring and  
troubleshooting firewall policies Supported multiple firewall platforms from vendors including  
Fortinet, Juniper, Cisco, and Trustwave Project coordinator and technical escalation point for a  
project to proactively swap over 1000 Fortinet firewalls for a large external client Advised a  
customer to use a policy based approach with our firewall saving him \$5000 from purchasing an  
additional firewall per site Utilized an RT ticketing system while working with external clients  
Used Splunk queries to analyze network traffic Managed Cisco switches troubleshooting VLAN  
configurations and other issues Maintained Squid web proxies and other open source security  
software IT Analyst II / PC Tech II Boyd Gaming - Par-a-Dice Hotel & Casino - East Peoria, IL April  
2013 to March 2015 Team member of the month August 2014 for my work ethic and personable  
approach Praised for quick responsiveness and exceptional service for timely handling of tickets  
Performed Active Directory troubleshooting and administration Configured and troubleshooted  
Microsoft Windows Servers Generated and processed user permission review reports Resolved  
a failed computer lab deployment using TCP/IP skills to locate and resolve an IP conflict Gathered

requirements for and developed upon an existing Drupal knowledge base on a Linux Ubuntu web server   Supported Apple Mac computers in an Active Directory environment   Performed basic network administration including VLAN troubleshooting and deployment   Managed network cabling throughout the building and created Ethernet cables when necessary IT Operations / PC Tech Tececig - Bloomington, IL March 2012 to August 2012   Routinely used automation tools for business solutions   Provided help desk support for Apple Mac computers in the home office and remote locations   Created an AppleScript that gathered daily reports into a central location   Networked surveillance equipment across multiple remote locations   Deployed new Apple remote access software, which resulted in time savings company-wide   Advised the CEO against a web development service using Business Analysis   Performed risk management for a disgruntled employee's termination by quickly revoking access ITS Storage Services Intern Country Financial - Bloomington, IL January 2011 to August 2011   Performed Tier 2 disk quota management for internal clients   Programmed and performed technical requirements gathering for a system coded in Java to introduce automation in troubleshooting Tivoli Storage Manager (TSM) backup clients   Led a project to reduce test server storage usage while assessing and monitoring progress for periodic reports   Developed a script using Autolt v3 and Windows Batch coding which interfaced with Microsoft Excel to automate retrieval of storage metrics from over 100 production servers   Gathered and analyzed Windows Server 2008 Storage Area Network (SAN) storage metrics to create a visual report for managerial use   Developed and refactored a VBScript responsible for backing up a terminated user's profile   Created a Batch script to query Active Directory to partly automate disk quota management   Developed an Autolt v3 script to parse, process, and import network equipment metrics into Microsoft Excel Education Bachelor of Science in Information Systems Illinois State University December 2012 Links <https://www.linkedin.com/in/ericsaindon> Certifications/Licenses CompTIA A+ Present CompTIA Security+ February 2016 to Present Additional Information Skills   Systems - Microsoft Windows (XP, 7, 8, and 10), Windows Server, Active Directory, Linux, UNIX, iSeries, Mac OS X, Cisco IOS, Fortinet FortiOS, Juniper ScreenOS, Cisco ASA, Avaya Phone Systems, Office 365, Cisco VOIP Phones   Networking - Firewalls,

Network Security, TCP/IP Packet Analysis, VPN, VLAN, LAN/WAN, WIFI, Routers, Switches, Cabling (Ethernet and Telephone) Hardware - Cisco Routers and Switches, AS/400, Windows Servers, UNIX Servers, Tivoli Storage Manager (TSM) Software - SCCM, Splunk, Wireshark, RT Ticketing System, Squid Web Proxy, TCPDump, Microsoft Office, Microsoft Lync, VMWare, Eclipse, Apache Web Server, Cisco VPN Languages - Java, VBScript, AutoIt v3, AppleScript, UNIX Scripting, PowerShell Scripting, SQL, Python Databases - SQL, MySQL, Oracle, Microsoft Access Applications (Developed) - TSM Troubleshooter, Port Analyzer, Data Metrics Executor Industries - Information Security (Cyber Security), Retail, Casino, Insurance / Financial

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