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### Objective

A Windows or Linux systems administration or help desk position for a medium sized business. I am current in my knowledge and ready to work.

### Experience

NRI Staffing

#### Ticket Sales and Admissions

Washington, DC

February 2022-Present

- Verified online ticket purchases and granted admissions to all attendees.
- Accepted cash and card.

Contract

#### Website Developer

Remote

August 2020-January 2021

- Maintained several WordPress websites for content and functionality.
- Used themes such as WPBakery for attractive appearances and effects.
- Updated the back end and gained control using cPanel webhosting software.

Target

#### Electronics Salesperson

Falls Church, Virginia

March 2017-April 2019

- Educated customers regarding new technology in the electronics section.
- Stocked and organized bleeding-edge products in every variety.
- Assisted clientele in finding technology solutions and accessories to meet specific needs.

Amazon.com

#### Risk Analyst

Seattle, Washington

March 2016-December 2016

- Created and analyzed Excel spreadsheets on an hourly basis to ensure the flow of deliveries.
- Utilized a five-screen setup with latest Windows OS.
- Communicated with shipping centers utilizing Microsoft Lync.
- Embarked on a streamlining and documenting side project to enhance macros in use.

The Corporate Presence

#### IT Specialist

New York, New York

December 2013-September

2014

- Performed Help Desk role at company's main office, in person, and at satellite offices, by phone and through use of remote administration tools.
- Updated passwords for employees and performed other help desk functions to a multi-office business.
- Maintained sales database and pruned information for prospective clients for use by the sales team.
- Worked directly with sales team, clients, contractors, and management team to provide system support.