

# Eric R. Collins

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27 Minola St  
Cranston, RI 02910  
Ericrcollins89@gmail.com 203-913-1690

## PROFESSIONAL SUMMARY

Currently a member of the Akamai Global Helpdesk team where I am consistently collaborating with our customers to find the best solution for their needs. Daily role includes repairing hardware and fixing software for customer's machines and mobile devices. Performing basic networking skills, creating and revising SOP's while providing world-class customer support for our community of more than 7,000 domestic and international employees at Akamai Technologies.

## PROFESSIONAL EXPERIENCE

Akamai Technologies, Cambridge, MA  
-Solution Specialist

December 2016 - Present

- Provide Top of the Line customer support in a high paced environment to nearly 8,000 employees
- Provide support to our internal customers through walk-up support, RemedyForce ticketing system and remote support via Bomgar
- Repair hardware on Apple laptops, Lenovo laptops and Dell desktops
- Apple Certified Mac Technician □
- Lenovo Claims Administrator and Lenovo Certified Technician
- Daily workflow includes using Active Directory, Avaya Site Administrator, VMware Vsphere, KACE, Office 365
- Live IT Support for Remote Events and Trade Shows
- Mobile Device Management for iOS and Android with AirWatch
- Proficient with using/troubleshooting/deploying video conferencing hardware with Cisco and LifeSize products.
- Well versed with Cisco WebEx Teams
- Provision, image and deploy desk stations (PCs, Mac and Linux)
- Expertise of Windows 7/10 and MacOS (up to date with El Capitan/Sierra/High Sierra/Mojave) and resourceful with Ubuntu
- Experienced in Office 365 software and troubleshooting
- Proficient in knowledge and experience with Cisco switches, patch panels, and drop ports for hardware configurations
- Experience with VMware software and products including Nutanix, Horizon, AirWatch, vRealize Orchestrator, and vSphere
- Install, configure, maintain and upgrade PCs, laptops, printers, video conferencing systems, and mobile devices in a network environment
- Leverage and create tools and SOPs to improve team's efficiency and productivity.
- Maintain tight hardware and software inventory controls.
- Manage relationship with vendors for service repairs, orders, and maintenances.
- Excellent communication, intrapersonal and organizational skills.
- Supported Executive and C-Level staff to ensure their needs are fulfilled from a technological perspective to allow them to work productively
- Spot Award recipient - 2018

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Pro Unlimited, Cambridge, MA  
-Solution Specialist at Akamai Technologies, Inc

October 2015-Dec 2016

- Ensure a high level of end-user satisfaction through ownership, resolution and appropriate escalation of issues and support tickets.
- Provide strong technical resource and senior escalation point for numerous technologies, including Windows, Mac, Linux, network, and mobile device issues (Android, iOS and Windows).
- Provision and deploy desk stations (PCs, Mac and Linux)
- Experience with Active Directory, Exchange Server, Office Suite, KACE, user certificates, VPN, encryption, and backing up procedures.
- Leverage and create tools and SOPs to improve team's efficiency and productivity.
- Maintain tight hardware and software inventory controls.
- Manage relationship with vendors for service repairs, orders, and maintenances.
- Excellent communication, intrapersonal and organizational skills.

IST Management Services, Cambridge, MA  
-Site Manager at Akamai Technologies, Inc

October 2014-Oct 2015

- Delegate work to staff as needed to ensure timely completion of services for the client.
- Manage and budget and control expenses.
- Accurately order supplies and keep controlled inventory counts.
- Provide high levels of written and oral communications with the client and employees.
- Improve and develop new procedures to enhance the overall operations of our onsite services which reduce cost for the client.
- Provide accurate monthly management reports to the client.
- Highly proficient in Microsoft Office.
- Manage, train and coach employees while maintaining a positive work environment that promotes high quality work and complete customer satisfaction.

IST Management Services, Monroe, CT  
-Site Manager at Victorinox Swiss Army, Inc

August 2012 – October 2014

- Prioritize work and deploy staff as required to ensure client needs are met for consistent on-time delivery of services and exceptional quality of work.
- Manage budget and control expenses.
- Highly proficient in using Microsoft Office.
- Accurately prepare and distribute management reports to the client.
- Provide effective written and oral communications with client and employees.
- Develop new procedures to improve the operation of the site and to reduce operating costs.

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- Manage, train, and coach employees while maintaining a work environment that promotes high achievement and customer satisfaction.

IST Management Services, Monroe, CT  
-Service Specialist at Victorinox Swiss Army, Inc

February 2011-August 2012

- Responsible for the use and maintenance of mailing, copier and fax equipment.
- Ensure efficient flow of shipping & receiving volume.
- Appropriate handling of time-sensitive material, confidential correspondence, and urgent packages.
- Performed as receptionist working the front desk answering phone calls and aiding customers, greeting guests, maintained kitchens and conference rooms for the client.

Southern Connecticut State University, New Haven CT  
-Event Staff

September 2010 to Jan 2012

- Responsible for proper execution and equipment set-up of events for the university.
- Provide the primary level of guest assistance in the seating area.
- Required to have a thorough knowledge of building policies, procedures and event requirements.
- Provide access control, crowd management and ensure the venue is safe for guests.
- Provide guests with directions or other venue information.
- Act upon all comments/complaints in a prompt and friendly manner.
- Ensure a safe and fun environment for all guests, staff and performers.

Power Home Remodeling Group  
-Marketing Representative

May 2010 to September 2010

- Promoted products and services to prospective and existing clients.
- Developed leads through outside business settings, retail and event marketing.
- Complete and thorough knowledge of eco-friendly, green remodeling products and its benefit to the consumer.

## EDUCATION

Southern Connecticut State University      New Haven CT  
-Bachelor of Arts awarded

January 2012

## Certifications

- ACMT □
- A+