

Eddie Rice

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Experience

NASCAR

Charlotte, NC

Senior Coordinator, Digital Operations

February 2022 - Present

- Monitored and rectified AWS issues. (EC2, ELB, VPC, S3, CloudFront, IAM, RDS, Route 53, CloudWatch)
- Administered all Atlassian products. (Jira, Confluence, Bamboo, Bitbucket)
- Used Jira to track issues and change management.
- Managed all NASCAR media, tracks, and teams WordPress websites (Updates, plugins, users).
- Teamed up with developers to keep third party code up to date.
- Oversaw data feeds and engaged with track side personnel when technical difficulties arise during races.
- Aided users with logins and permissions for websites and third-party tools.

Key Achievements:

- Facilitated the migration of an existing on-premises Atlassian product suite to the cloud, start-to-finish.

Washington Commanders (NFL)

Ashburn, VA

Desktop Support

April 2018 - February 2022

- Served as the senior desktop support in a fast-paced professional sports environment.
- Supported 600+ end users in a Windows and MacOS environment, resolved 15+ customer requests daily.
- Directed the IT department internship program (Interviewing, Hiring, Training, Management).

Key Achievements:

- Deployed workstations, phones, servers, and switches to the homes of coaches, scouts, and front office staff for the remote 2020 NFL Draft.
- Delivered round the clock support to football staff and players at training camp facility and team hotel.
- Expedited the migration of all users to a new hybrid domain in response to organizational name change.
- Orchestrated a desktop to laptop hardware refresh to ensure business continuity during Covid.
- Modernized the FedExField Ticket Office by replacing obsolete hardware (Terminals, Ticket Printers, Software) resulting in vastly improved transaction speeds and efficiency.
- Launched a new SaaS help desk ticket system, reducing solution time by 50%.

The John F. Kennedy Center

Washington, DC

Help Desk (Contractor)

February 2018 - April 2018

- Remedied phone, email and inbound ticket queue requests for incoming employee IT inquiries.

DirectMail.com

Prince Frederick, MD

Frontend Web Developer

January 2017 - February 2018

- Developed websites for clients in a variety of industries using HTML, CSS, and JavaScript.
- Standardized all output with a new, responsive, mobile-first approach and strategy.
- Collaborated with design and project management teams to deliver high quality projects on-time.

Education

Bachelor of Science in Digital Media and Web Technology

Spring 2018

University of Maryland Global Campus

Certification

AWS Certified Cloud Practitioner

February 2022

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