ERIC INGLAND

WORK EXPERIENCE

2/2019 - Present
Swick Technologies   *DevOps Engineer*   New Berlin, WI
• Lead on designing, deploying and documenting infrastructure projects for on-premises and cloud solutions.
• Developed and maintained web hosting environment for 50+ websites utilizing infrastructure as code tools.
• Developed and maintained .NET Core solutions for clients using Stripe payments and E-Commerce platforms.

5/2016 – 2/2019
Swick Technologies   *Technical Analyst*   New Berlin, WI
• Serve as a point of contact for customer support calls as part of a dedicated team.
• Deploy client and server software installations, configurations, and upgrades across a diverse customer base.
• Participate on project teams implementing technology aspects of company projects.

4/2014 - 2/2015
Brooksource   *Desktop Support Technician*   Wauwatosa, WI
• Interacted with customers to resolve technical computer problems using enterprise ticketing system.
• Developed deployment process of Windows 7 operating system with SCCM software.
• Configured USMT software for migration of user data during operating system deployment.

10/2013 - 4/2014
Walter Tools   *Windows 7 Deployment Specialist*   Waukesha, WI
• Directed project management of Windows 7 migrations to 150+ users.
• Coordinated workstation upgrades with customers.
• Designed automated software process to reduce delivery time and increase output.

7/2012 - 10/2013
Stefanini IT Solutions   *Deployment Technician*   Milwaukee, WI
• Performed hundreds of workstation upgrades with SCCM software.
• Responsible for resolving issues with Active Directory and Group Policy.
• Provided ongoing migration support for computer users.

EDUCATION
8/2013 - 5/2017
University of Wisconsin - Milwaukee, Milwaukee, WI
• Bachelor of Science in Information Science and Technology.
8/2010 - 12/2011
Waukesha County Technical College, Pewaukee, WI
• Associate of Applied Science in Information Technology.

CERTIFICATIONS
• Microsoft Certified: Azure Administrator   • MCP: Windows Server 2012
                Associate

SKILLS
• Windows XP, Vista, 7, 8, 10	• Exchange	• Azure
• Windows Server 2003-2019	• Ansible	• PowerShell
• Office 2003-2019, 365	• Terraform	
• Microsoft SCCM 2012 R2	• VMware vSphere	
• AWS	• Hyper-V	