

ERIC INGLAND

WORK EXPERIENCE

5/2016 - Present

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.
- Work actively with other IT teams in the development and testing of standards and solutions.

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

- MCP: Windows Server 2012

SKILLS

- Windows XP, Vista, 7, 8, 10
- Windows Server 2003-2016
- Microsoft Office 2003-2016
- Microsoft SCCM 2012 R2
- AWS
- Exchange
- Office 365
- macOS
- VMware vSphere
- Hyper-V
- Azure
- PowerShell