ELISEO-JOSE (E.J.) PEREZ

###-###-#### | eliseojoseperez@proton.me | Wayne, NJ 07470; Providence, RI 02903 | https://ejsnotes.com

HELP DESK TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

SUMMARY

Adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possesses adeptness with standards, procedures, and protocols that improve team and business functionality.

Areas of expertise include:

COMPLAINT HANDLING // CUSTOMER SERVICE // TECHNICAL TROUBLESHOOTING // ISSUE RESOLUTION

EDUCATION

CompTIA A+, *CompTIA* — In Progress
Practical Help Desk Course, *TCM Security Academy* — 2024
High School Diploma, *Wayne Hills High School, NJ* — 2016

TECHNICAL PROFICIENCIES

- **Platforms –** Linux; Windows; macOS; Google Cloud Platform
- **Applications –** Active Directory; Peppermint; VirtualBox; Docker; Netlify; Git
- **Languages –** HTML; CSS; JavaScript; TypeScript; Remix.run; Python; Bash; PowerShell

HANDS-ON PROJECTS

Virtual Machine Server Homelab | *Hardware and Software Installation Experience*
- Designed and deployed a bare-metal virtual machine homelab using Proxmox, enabling resource-efficient VM management.
- Configured secure remote access using Tailscale VPN, ensuring private connectivity to the homelab from any location.
- Implemented Wake-On-LAN functionality via Raspberry Pi, enabling remote power management of the server for energy efficiency.
- Built a hands-on learning environment to explore IT fundamentals, including virtual networking and hypervisor management.

Full-Stack Cloud-Based Video Hosting Site | *Cloud Technologies Experience*
- Installed and setup Google Cloud (GC) applications, GC command line tools, Docker, and relevant JavaScript libraries.
- Setup Firebase Auth to allow for Single-Sign-On (SSO), automatically creating an extensible user record in Firebase's Cloud Storage.
- Read GC documentation and coded logic to allow a user to upload a video, transcode the video to various qualities, and then host videos.
- Created a dynamic user interface that used Firebase application programming interfaces (APIs) to load most recent videos.

Windows Server 2022 Active Directory Lab | *Systems Administration Experience*
- Created and modified Active Directory user accounts to hold various properties.
- Configured Windows Server 2022 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPOs) in Active Directory.
- Read PowerShell documentation and streamlined repetitive tasks such as user account creation.
- Created, updated, and closed tickets in Peppermint, a Zendesk/Jira ticketing software alternative.

WORK EXPERIENCE

Self Employed Personal Trainer, NJ/RI (11/2018-Present) | *Personal Trainer & Group Fitness Instructor*
- Managed upwards of 35 concurrent 1-on-1 clients, including simplifying complex knowledge into digestible and actionable advice.
- Created original curriculum every month and conducted group fitness sessions from 2021-2022.
- Consistently provided upbeat energy and positive body language to maintain client/class morale during training sessions.

Catalano Coffee Company, Glen Rock, NJ (08/2022-08/2023) | *Barista*
- Earned employee of the month status within 1 month by integrating into the system of operations and protocols efficiently.
- Helped boost team morale by leading through example and displaying resiliency under high workloads.
- Refined customer service skills through tactfully resolving customer complaints and hitting sales goals of 50 lbs of coffee beans per week.