

Eric Platzek

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Summary

- Quick learner and who embraces new challenges, technologies and projects with superb analytical skills and problem solving ability
- Strong organization & project management skills with excellent communication and documentation skills
- Four years of experience as sole Information Technology Manager for an assessment company including server administration, web site administration and technical support
- Equally effective working independently or as a member of a team collaborating with a wide range of personalities

Software Skills

Operating Systems

- Microsoft Server 2003/2008, Mac OS X Server 10.6-10.9, CentOS 6, Ubuntu 12, Cisco IOS
- Windows XP/7/Vista/8, Mac 10.6-10.9

Languages

- HTML5, CSS3, PHP, JavaScript, C++, Java, SQL

Software

- Amazon's AWS EC2 and S3, Nginx, MySQL, Monit, MariaDB, Winsteps
- WordPress 3/4, FileMaker 11/13, Photoshop CS5, Lightroom 4/5

Education

Binghamton University, State University of New York

- *Bachelor of Science*, Computer Science, May 2009
- *Bachelor of Arts*, Psychology, May 2009

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Professional Experience

Commercial Photographer

Fresno, CA

10/2011 – Current

Freelance

- Successful completion of commercial photography assignments requiring planning, follow-through, and results that meet client objectives
- Projects included photography of products for United Cerebral Palsy, animals for Sierra Cares Animal Advocates, weddings, website header images for Slim's Koffee Shak, local events in Fresno and a book cover
- Utilized Photoshop CS5 and Lightroom 5 during post-processing

Lidget Green, Inc.

Oakhurst, CA

01/2011 – 07/2014

Information Technology Manager

Lidget Green is a proficiency assessment company which provides a wide range of assessment services. I reported to the CEO and was the sole full time employee who managed all of the technological aspects of the company.

- Sole Systems Administrator for all company servers: static Wordpress websites, a Mac file server and a Filemaker server
 - Performed system and security updates
- Reformed the company's project workflow by creating a unified FileMaker database solution
 - Designed and implemented a relational database from multiple project management Excel files
 - Met with administrators to streamline the workflow by eliminating redundancy
 - Automated database reports for managers which reduced hours of searching into a single click
 - Developed the user-experience of the FileMaker solutions
 - Developed and maintained user, technical, and system documentation
 - Provided training for new employees
 - Delivered feedback based updates as well as new features when desired
 - Created and configured a Filemaker server for global access
 - Migrated workstations, solutions and the server from Filemaker 11 to Filemaker 13
- Restructured and rebuilt the company's Mac file server
 - Consolidated several file sources into a unified file repository
 - Working with the CEO, we revised the folder structures so that every file would have a clearly defined location
 - Migrated the file server from Mac OS X Server from 10.6 to 10.7 to 10.8 to 10.9
- Migrated a locally hosted server to Amazon's AWS virtual servers EC2
 - Converted static sites into WordPress based sites
 - Edited and published content using Wordpress
 - Updated server and WordPress installation to be PCI compliant for e-commerce
- Recruited and managed contractors for web application development
 - Upon a suspected intrusion into a server, researched and recruited a security expert to provide an analysis of the suspected breach
 - Employed the developer of a vital a WordPress plugin to expand the plugin to meet our needs
 - Managed additional developers through a ticketing system so that new features could be added and debugged for WordPress based software
 - Executed ad-hoc and exploratory software testing using the ticketing system
- Established company wide security best practices to minimize risk
 - Increased reliability by establishing redundant backup methods and policies for servers and for workstations
 - Established password and account creation protocols
 - Migrated all email workstation configurations from POP to IMAP
- Delivered desktop, laptop and mobile technical support for coworkers, client and customers
 - Performed troubleshooting of hardware and software
 - Implemented hardware, operating system, and application upgrades
 - Researched, installed and configured new equipment
- Acted as a liaison between any client's technological support and Lidget Green's contractors
 - Collaborated with a client's Rackspace technical support to migrate from SharePoint Services 3.0 to SharePoint Foundation 2013
 - Collaborated with a client's technical support to diagnose the cause of email bounce back messages which was occurring exclusively between our two companies
- Provided personalized training for new technologies
 - Helped train new employees and set up their working environment
- Analyzed language test data for dozens of languages and hundreds of administrations
 - Passed a certification exam for Rasch item analysis using Winsteps
 - Performed Rasch analysis using WinSteps software
 - Utilized the data to provide the best collection of test items for the client
 - Created client documentation to validate item selection decisions

FUJIFILM Medical Systems USA, Inc. Stamford, CT

05/2010 – 11/2010

Junior Test Engineer

- Contributed to cross-functional, concurrent localization testing teams
- Execute tests per established processes
- Worked closely with developers to expand upon test cases

Corporate Computer Solutions, Inc. Harrison, NY

02/2010 – 05/2010

Sales Consultant

- Researched, priced and composed bids of computer equipment for government agency contracts
- Passed certification exams that afforded the company new software and equipment sales opportunities

LensCrafters

Jefferson Valley, NY

08/2004 – 03/2010

Laboratory Technician

- Produced quality eyewear which exceeded strict standards
 - Steps included selecting lenses, marking, taping, blocking, generating, fining and polishing, coating, inspecting, pattern tracing, edging, tinting, UV coating, grooving, hardening, safety testing, monogramming, mounting and final inspection
 - Performed multiple steps concurrently with accuracy and thoroughness while meeting time pressures and customer volume
- Performed maintenance and trouble-shooting of the laboratory tools and equipment using established procedure