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| Eric Bates | Kimberly, WI ● [LinkedIn](https://www.linkedin.com/in/eric-b-247604108/) ● [GitHub](https://github.com/ericbwebdev86) ● [Portfolio](https://ericbwebdev86.github.io/airborne-dev/)  Phone: (262)818-6370 ● eric.s.bates86@gmail.com |

**Junior web Developer**

Communication ● Teamwork ● Empathy ● Time Management

**TECHNICAL SKILLS**

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| --- | --- |
| * Git * HTML5 * CSS3 * JavaScript * API’s * Bootstrap * ReactJS | * NodeJS * ExpressJS * MySQL / SequelizeJS * Handlebars * NoSQL / MongoDB / MongoosJS * Apollo Server * GraphQL |

**Projects**

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| **My-outdoor-space** | * Fullstack group project; forum site for outdoor lifestyle enthusiasts * My responsibilities: back-end; server, database, backend routing * Tech used: HTML, CSS, JS, MongoDB / NoSQL / MongooseJS, ExpressJS, ReactJS, NodeJS, ApolloServer, GraphQL, Concurrently, JWT, Bootstrap * [GitHub repo](https://github.com/p-fassbender/my-outdoor-space) * [Deployed app](https://my-outdoor-space.herokuapp.com/) |

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| **3-guys-pizza-n-pies** | * Fullstack group project; eCommerce site for a restaurant * My responsibilities: back-end: database, front-end: JavaScript event handling, some Bootstrap styling * Tech used: HTML, CSS, JS, Bootstrap, MySQL / Sequelize, ExpressJS, Handlebars, NodeJS, bcrypt, * [GitHub repo](https://github.com/ericbwebdev86/3-guys-pizza-n-pies) * [Deployed app](https://agile-bastion-05286.herokuapp.com/) |

|  |  |
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| **Erics-tech-talk** | * Fullstack project: tech blog site * My responsibilities: everything * Tech used: HTML, CSS, JS, MySQL / Sequelize, ExpressJS, Handlebars, NodeJS, bcrypt * [GitHub repo](https://github.com/ericbwebdev86/erics-tech-talk) * [Deployed app](https://enigmatic-tor-99381.herokuapp.com/) |

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| **Elegante-art** | * Front-end Project; art portfolio site made for a relative, deployed but not complete * My responsibilities: everything * Tech used: HTML, CSS, JS, Bootstrap * Future development: Make into React app * [GitHub repo](https://github.com/ericbwebdev86/elegant-art) * [Deployed app](http://elegantarte.com/) |

**EDUCATION & CREDENTIALS**

**CompTIA A+ -** COMP001020619295

DEVRY uNIVERSITY – Chicago, IL

**Bachelor of Science in Computer Information Systems**

**PROFESSIONAL EXPERIENCE**

Menasha Packaging Company – Neenah, WI

**IT Service Desk Analyst,** 2021 to Present

* Supported the SAP, Pack Manager, EAM, Fusion teams, and end users with varying levels of technical issues.
* Ensured timely escalation of end user problems by documenting impact and by assigning appropriate severity and target resolution time
* Evaluated, analyzed, and documented trends to provide data for leadership to improve customer relations
* Assisted in the creation and maintenance of policies and procedures to ensure IT security, helpdesk efficiency, and overall customer satisfaction

SOHO IT Consultation – Appleton, WI

**IT Consultant,** 2020 to Present

* Provide IT support to small office and home office clients.
* Designed unique IT solutions based on client requirements and budgetary constraints.
* Conducted network assessments for functionality and security to empower clients with the information they need to make decisions on their computing environment
* Greatly improved PC speeds and productivity by 20%-50%

Parasol ALliance LLC – Chicago, IL

**Systems Support Analyst,** 2017 to 2020

* Routinely exceed call-handling goals, closing an average of 60+ calls daily (25% above quota) with a 95% first-call resolution ratio and an average talk-time of 5 minutes.
* Exceeded client expectations responding to tickets in 30 or less minutes when the SLA was within 4 hours
* Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues. Excel at asking probing questions and researching, analyzing and rectifying problems.
* Single handedly facilitated a Windows 10 and Server 2016 upgrade project involving budgets, requirements analysis, procurement, and installation.
* Established and maintained relationships with 3rd party vendors and service providers on the clients’ behalf.
* Served as a liaison between coworkers, clients and third party vendors of greatly varied technical knowledge

Naval Hospital Great Lakes – North Chicago, IL

**Cyber Security Analyst,** 2013 to 2017

* Partnered with desktop, systems admin, and network teams to maintain DOD IT security accreditation.
* Improved IT security posture using Tenable vulnerability scanning tools to reduce high severity vulnerabilities from more than 11,000 to 0 monthly.
* Assisted the Cyber Security Manager with formulating policies to maintain accreditation
* Worked with key leadership and stakeholders to create annual IT contingency, incident response, and disaster recovery plans
* Conducted weekly end user IT security awareness training

Naval Hospital Great Lakes – North Chicago, IL

**Electronic Health Record Helpdesk Technician,** 2010 to 2013

* Supported over 3,100 users including doctors, nurses, and medical technicians with AHLTA and CHCS; the DOD’s electronic healthcare systems.
* Sustained 99% first call resolution.
* Spear-headed VA/DOD integration project tasks ensuring that that DOD EHR systems pass lab, radiological, and medicine orders between the two business entities.

US Army Reserves – Arlington Heights, IL

**Telecommunications Sergeant,** 2010 to 2011

* Supported 50 local end users, and more than 2,000 remote end users
* Streamlined Windows XP to Windows Vista upgrade project for all 2,000 users, completing project tasks in half the expected time
* Ensured security and confidentiality of classified information

US Army – Fort Bragg, NC

**IT Systems Sergeant/Squad Leader,** 2004 to 2010

* Provided excellent IT support, operating and maintaining computers, phones, and satellite equipment
* Lead, and trained a team of 8 special operations IT soldiers, maintaining their physical and mental well being in the US, and while deployed to combat areas.
* Accountable for over $1,000,000 of IT assets
* Maintained functionality of critical lines of communication during special operations active combat missions
* Received early promotions 4 times in a row for exemplary service

**References available on request**