|  |  |
| --- | --- |
| Eric Bates | Grand Chute, WI ● [LinkedIn](https://www.linkedin.com/in/eric-b-247604108/)  Phone: (262)818-6370 ● eric.s.bates86@gmail.com |

**IT Support Professional**

T1/T2 Help Lines ● Technical Support ● User Training ● Software/PC/LAN Troubleshooting

* CompTIA A+ certified professional with strong help desk experience -- provide software, hardware, client/server and networking technical support.
* Proven success working in high-volume, 24/7 technical call centers. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.
* Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.

**KEY SKILLS**

|  |  |  |  |
| --- | --- | --- | --- |
| Technical Troubleshooting  Hardware Configurations  Offshore Team Collaboration | Software Installs  LAN Connectivity  Problem Diagnosis  Virtualization | Phone & Online Support  Client/Server Models  Preventive Maintenance Change Management | User Training/Support  Customer Service KBA creation and maintenance |

**TECHNOLOGY PROFICIENCIES**

|  |  |
| --- | --- |
| **Process Flows & Call-Tracking Tools** | ITIL incident management service processes, Remedy, CA, Datto/Autotask/centrastage, |

|  |  |
| --- | --- |
| **Software** | MS Office, VMware applications, endpoint protection apps, SAP, Pack Manager, EAM, Fusion, BVP, QT9, Omnilert, Kronos, Mitel, Cisco Call Manager, NEC Univerge SV9100 |

|  |  |
| --- | --- |
| **Browsers:** | Chrome, Safari, Firefox, MS Edge, IE, Brave, Opera |

|  |  |
| --- | --- |
| **Hardware:** | Desktops, Laptops, Desk Printers, MFD’s, Kiosks, Servers, UPS, Cisco, Mitel, and NEC phones |

|  |  |
| --- | --- |
| **Networking:** | LAN & VPN/remote connectivity, TCP/IP, FTP/SFTP |

|  |  |
| --- | --- |
| **Platforms:** | Windows 7/8.1/10, Mac OS X, Server 2008/2012/2016, Android, iOS |

**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**