

# Eric Pérez

Seekonk, MA 0277

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(857) 417-3269

Highly reliable IT professional with experience in technical support and system management. Expertise in HTML, CSS, and JavaScript through freeCodeCamp projects. Strong problem-solving skills and effective communication. Targeting IT Help Desk roles while exploring web development opportunities.

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## Experience

### Application Administrator

*EG America, Westborough, MA | Nov 2023 – Jan 2024*

- Optimized application performance across 1600+ sites, leading efforts to maintain system efficiency.
- Administered Radiant Configuration Manager (RCM) and ensured compliance with tax regulations.
- Spearheaded a critical project to update RCM across all stores during off-peak hours, coordinating a team of contractors to ensure seamless remote connectivity and system synchronization.

### Help Desk Technician

*Cold Chain Technologies, Franklin, MA | Jul 2022 – Oct 2023*

- Implemented proactive solutions after analyzing help desk data, effectively reducing recurring technical issues.
- Recognized for expertise in Active Directory, frequently consulted for complex technical challenges by team members and leadership.
- Managed IT inventory, streamlining operations and ensuring stock levels of essential supplies to support the organization's needs.

### Work Study Student, IT Help Desk

*Quincy College, Quincy MA | Sep 2019 – Jun 2022*

- Imaged and set up computers for new staff, improving setup efficiency.
- Patched network cables, enhancing reliability.