

Eric Weissgerber

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Objective

To gain extensive experience and expand my knowledge of large enterprise hosting configurations and applications.

Technical skills

Languages

- Proficient in: Java, Javascript, C/C++, Visual Basic, PHP, MySQL, Bash scripting, CSS/HTML
- Familiar with: JQuery, Ajax, Perl, Python

Software & Technologies

- Database: MySQL and phpmyadmin
- Platforms: Microsoft Windows (95,98,2000,NT,XP,7,8,10,2012 Server), Mac OSX, Linux and DOS
- Software: HP Site Scope, HP Operations Orchestration, Netcool, Splunk, CA Service Desk, HP Business Service Management, Edge Dashboard, Apache2, Squid, Ghost, Samba, Wireshark, DD-WRT

Experience

ADP: Hosting Operations

May 2016 - Present

ADP OCC – Ann Arbor, MI

- Enable/disable server and hardware monitors
- Troubleshoot/process or escalate request, event and incident tickets and change orders
- Open bridge calls and engage CIRT team to determine client impact and remediate service outages

NMU Helpdesk

Aug 2009 – Nov 2012

Northern Michigan University – Marquette, MI

- Hardware support – printer troubleshooting, HDD and other hardware testing
- Software support – Windows XP & 7, Outlook, Adobe software, diagnosing and removing viruses, Trojans and persistent root kits
- Created training and education materials for new and advancing employees and subordinates

IT Assistant

Aug 2000 – May 2002

Menominee High School – Menominee, MI

- 2 Year directed study program for Microsoft A+ Certification
- Diagnosing and replacing failing hardware
- Assist development and deployment of Ghost images school wide
- Limited training with Admin on small school LAN
- Certifiable, school did not cover examination cost

Education

Northern Michigan University

Spring 2008 – Present

Marquette, MI

- Anticipated graduation date: December 2016
- Majoring in Computer Science

Menominee High School

Fall 1998 – Spring 2002

Menominee, MI

- Heavy focus on Computer Science and Business
- One of the first students in brand new directed study A+ certification curriculum