

Eric Weissgerber

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Objective

To gain extensive experience and expand my knowledge of large real world network configurations and applications.

Technical skills

Languages

- Proficient in: Java, Javascript, C/C#/C++, VBS, PowerShell, PHP, MySQL, BAsH scripting
- Familiar with: JQuery, Ajax

Software & Technologies

- Database: MySQL and phpmyadmin
- Platforms: MS Windows Enterprise and Server (All Builds), Mac OSX, Unix/Linux (BSD, CentOS, SUSE, Debain, Gentoo), Solaris and DOS
- Other: NGINX, Apache2, Squid, PXE, Samba, Wireshark, DD-WRT, KACE, vSphere, LogMeIn, RDP

Experience

IT Service Desk Administrator

Nov 2016 – Present

WorkForce Software – Livonia, MI

- Deployed and supported corporate issued Dell hardware and licensed software. Experience with Salesforce, Dell KACE (k1000 Administration and k2000 Deployment), CASPER (Mac Deployment) and creating and refining processes with integration in Sharepoint
- Created and updated OS images and silent software distribution scripts on k2000 for remote and on-site deployment
- Created and revoked new/termed employees' systems and account access with different domain Active Directory group memberships and SSO integration

IT Operations Specialist II

May 2016 – Sept 2016

ADP – Automatic Data Processing – Ann Arbor, MI

- Monitor datacenter and product infrastructure and troubleshoot/resolve issues and alerts before or as they arise
- Used HP Operations Orchestration, Site Scope, Business Service Management, Netcool and other software to monitor and remediate problems with products and servers
- Administered 3 large datacenters with vCenters, Unix/Linux, Windows and Solaris based servers as well as large distributed database systems

IT Assistant

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

Education

Northern Michigan University

Spring 2008 – Present

Marquette, MI (Part-time Online)

- Anticipated graduation date: December 2018
- 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