

Eric Spencer

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Technical Skills

- Wireless Network Troubleshooting
- Switch and Router Troubleshooting
- Microsoft Office Suite Support
- Ivanti Ticketing System
- Virtual Private Network (VPN) Troubleshooting
- IOS Mobile Device Support
- Active Directory
- PC Support
- Business Application Support
- Lexmark / Brother / HP Printer Support
- Windows 7/10 OS Support
- Duo Mobile
- Cisco AnyConnect
- Microsoft Outlook Exchange
- Virtual Desktop Interface (VDI)
- OrPOS System Support (POS System)
- Microsoft SharePoint Support
- Network Connectivity Support
- BIOS Configuration
- DHCP/IP Configuration
- Fujitsu TP7000 and TP3000 POS
- General hardware support

Professional Experience

Ascena Retail Group

Tier I Analyst – 10/2018 – 9/2019

- Performed effective troubleshooting for a company owned and operated POS System, Windows XP/7/10 Operating Systems, and hardware such as PCs, cash registers, and register peripherals.
- Provided quality customer service via phone to customers and colleagues.
- Reported actions and troubleshooting tasks in an Incident Management System.
- Assisted with new hire training and development for new analysts.

Service Desk Analyst II – 9/2019 - Current

- Maintained current skills that are aligned with the duties of the previous role.
- Coached, assessed, and led a team of agents towards productivity and team goals.
- Drafted and sent emails to outside connections to better enhance process, workflow, and assist with troubleshooting of current issues.
- Troubleshot, configured and installed local and network printers including Lexmark, Brother and HP brands and models.
- Provided phone support for on-site technicians performing various tasks, including hard drive installations and configuring BIOS settings.
- Assisted with a Level 2 project that included analyzing reporting documents and installing and configuring traffic cameras for retail locations when necessary.
- Verified functionality of store equipment that included network switches/routers, iPads, iPods, workstation computers and ensured clear and concise documentation of said equipment within the company SharePoint.