# Eric Spencer

## Gahanna, Ohio

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**Technical Skills**

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| * 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.