|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Eric Spencer  IT Hardware & Software Technician     |  | | --- | | **Contact** |     Address  Columbus, Ohio, 43054  Phone  614-314-5833  E-mail  Spence22eric@gmail.com  LinkedIn  www.linkedin.com/in/ericspencer22     |  | | --- | | **Technical Skills** |      * React * Express * MongoDB * Node * JavaScript * Agile development * Git * APIs * Object-oriented programming * HTML/CSS * DOM * JQuery * JSON * ES6 * MySQL * NoSQL * MVC paradigm * Sequelize * Progressive Web Apps | Full stack web developer leveraging IT Support/System Administration experience to work in a team-oriented, collaborative role. Earned a certificate in full stack development from the Ohio State University web development bootcamp, with newly developed skills in JavaScript, CSS, SQL and the MERN stack. Recognized as a flexible, detail-oriented individual with a passion for problem solving as well as the ability to work both independently and in a team environment. Applied aspects of agile developing, creating an application that helps individuals set and achieve their goals by creating a virtual rewards system for a user created character.     |  | | --- | | **Employment History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2021-09 - Current |  | **IT Hardware & Software Technician**  *LucidHealth, Columbus, OH*   * Provide level 2 support for radiology workstations * Including hardware and software troubleshooting for Windows operating systems. * Communicate technical information to doctors and users in clear terms to promote better understanding. * Stage, image, post-image and quality check radiologist reading workstations and corporate employee laptops/workstations using Microsoft Endpoint and Azure Active Directory * Deploy workstations to homes of radiologists for remote work as well as travel to sites supported by the company to perform hardware/software/network troubleshooting for various issues |  |  |  |  |  | | --- | --- | --- | --- | |  | 2019-09 - 2021-08 |  | **Service Desk Analyst II**  *Ascena Retail Group, Columbus, Ohio*   * Coached, assessed, and led a team of agents towards productivity and team goals * 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 * 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. |      |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2022-01 - 2022-07 |  | **Web Development Bootcamp**  *The Ohio State University -* Columbus, OH | |

.