Eric Carpenter

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Technical Skills

Proficient

- Desktop and laptop hardware maintenance
- macOS and iOS
- Microsoft Office (Outlook, PowerPoint, Word)
- Microsoft Windows (XP – 10)
- Project management
- Desktop and server OS deployment
- Virtualization

Moderate

- Adobe Creative Suite (Dreamweaver, Photoshop, Premiere Pro)
- Linux (Ubuntu, Fedora)
- Windows Server (2003-2019)

Relevant Coursework

Linux Systems Administration

Practiced maintaining a Fedora Linux-based server via terminal commands and Bash scripts in a virtualized sandbox environment.

Technology Security

Learned essential terms and best practices for technology security, including secure passwords, setting up firewalls and educating users to protect company assets from cyber-attacks.

Web Publishing & Design

Created functional websites by writing HTML and CSS code and using Adobe Dreamweaver.

Education

University of Kentucky College of Communication & Information
August 2016 – Present (on track to graduate in May 2020)

- Currently pursuing a Bachelor of Science in Information Communication Technology with a minor in History.

Experience

University of Kentucky College of Design – CAD Lab Assistant
August 2018 – Present

- Assist students and faculty with software installation, hardware and software diagnostics, and using the plotters and 3D printers in the College of Design's MakerSpace.

- Developed a basic understanding of technologies and software related to graphic design and 3D modeling, including Adobe Illustrator, Autodesk Revit and Formlabs Preform.

- Maintain the equipment in the computer lab, including basic printer and plotter maintenance and keeping the software on the lab's workstations up to date to maintain security.

Compu-Tech Solutions – Technology Intern
May 2019 – August 2019

- Assisted clients in a variety of small business environments and software/hardware configurations with issues ranging from printer installs to server migrations, both in-person and remotely.

- Managed solo and team projects of varying size and scope and kept track of client data using the ConnectWise ticketing system.

- Developed new skills in Windows Server administration (particularly Active Directory, file shares and server roles), networking, and hardware/software lifecycles.

- Developed relationships with clients, both new and current, and maintained regular communications via different mediums (telephone, email, face-to-face).

Device Pitstop Lexington – Technician
August 2017 – August 2018

- Assisted customers both in-person and over the telephone, kept track of customer information via the RepairShopr ticketing system, diagnosed and repaired customer hardware and/or software and refurbished computers and smartphones for resale.

- Learned how to troubleshoot using tools such as TechTool Pro, Hard Disk Sentinel and MemTest86, deploy operating systems with Macrium and macOS's Disk Utility, and recover customer data by various means (including Data Rescue in extreme cases).

- Built hardware repair skills for desktops and laptops from all manufacturers, including everything from simple hard drive, RAM and CPU upgrades to entire custom computer builds.

- Also built customer service, problem solving and project management skills from working in a fast-paced environment.