

# Eric Pacheco

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## EDUCATION

Florida State University, *Tallahassee, FL*

May 2022

**Bachelor of Science in Information Technology**

Columbia Southern University, *Orange Beach, AL*

February 2019

**Associates of Art in General Studies**

## PROFESSIONAL EXPERIENCE

**City of Tallahassee, Tallahassee, FL**

May 2021-Present

Computer Operator II

- Troubleshoot 5000+ consisting of printers, computers, and telephones.
- Create user accounts and edit permissions on user accounts on Active Directory.
- Install required software
- Image new computers with Windows 10.
- Take calls from over 5,000 users on the support desk and properly documenting detailed Solar Winds tickets and properly escalating ticket to proper groups.

**Florida State Credit Union, Tallahassee, FL**

July 2019-November 2019

Information Technology Technician

- Monitored servers and firewalls for vulnerabilities.
- Troubleshooted 200+ devices consisting of printers, computers, and telephones.
- Created user accounts and edited user accounts on Active Directory.
- Set up security cameras.
- Managed help desk and trouble tickets for 50+ users and resolved issues in a timely manner.
- Installed computer operating system.
- Installing hardware and ensuring parts were working properly.
- Ensured Switches were maintained.
- Developed and managed relationships with service providers, vendors, and consultants

**US Army Signal Corps, Fort Gordon**

June 2014-August 2019

Senior Information Technology Specialist

- Installed, operated, and maintained computer systems and local area networks (LAN).
- Performed System Administration ensured systems were Information Assurance Compliant.
- Provided direct support to 500+ end users for all operating systems, peripherals, and applications.
- Provided advance level computing environment and network environment support for unclassified and classified systems.
- Imaged brand-new computers for users and changed settings in BIOS.
- Supervised the installation, operation and maintenance of Local Area Network and computer systems.
- Managed and resolved trouble tickets promptly using Remedy
- Trained and mentored less experienced coworkers in the installation, operation and troubleshooting of information and computer systems.
- Evaluated potential Information Assurance security risks and take proper corrective and recovery actions.
- Troubleshooted voice and data network issues for organization.

- Created and ran CAT5e cable
- Installed hardware and ensured parts were working properly.
- In-processed new employees so they can access the network using Active Directory.
- Installed and configured Switches and Routers to connect to network.
- Developed and managed relationships with service providers, vendors, and consultants
- Prioritized projects, tasks, and resources to deliver superior results across the team
- Created online documentation to help employees resolve day to day issues
- Trained new employees on software and company procedures
- Worked with employees to resolve "unsolvable" support requests
- Office 365 administrator managed licenses
- Active Directory administrator made sure permissions on active directory were compliant with correct permissions users needed.

## **CERTIFICATIONS**

- CompTIA A+
- CompTIA Network+
- CompTIA IT Operations Specialist – CIOS