ERIC HAN

CONTACT

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SKILLS

Programming Languages

HTML
CSS
JavaScript
Node.js
React
SQL

Microsoft

Power Apps and Power BI
Office Suite

Technologies

Active Directory
Figma
Git and Github
Jira
Microsoft Authenticator
Microsoft Admin Center
Okta
Service Now
Virtual Box with Ubuntu Server
Webroot
ZeeDrive

Languages

English (Native)
Chinese (Mandarin) - (Fluent)

EDUCATION

B.A. Labor Studies and Employment Relations

Rutgers University

2012 - 2014

A.S. Business Administration

County College of Morris

2009 - 2012

CERTIFICATIONS

Mainstream Engineering Corporation - EPA 608

Issued: 4/12/2017

OSHA 30

Issued: 12/20/2013

PROFILE

Creative, detail-oriented, software developer with over five years of professional work experience in various IT related roles with a deep interest for data analytics. Proven track record of creating and implementing successful front and back-end web applications, performing data analytics, and providing IT solutions for optimal performance. Passionate about communicating complex technical concepts to non-technical users, ensuring their understanding, and maintaining peak system performance. Seeking a role where I can utilize my strengths, apply my technical knowledge, and thereby contribute to the success of the company.

WORK EXPERIENCE

IT Service Center Specialist

Tiffany & Co. - Parsippany, NJ   July 2022 - June 2023

- Provide Level 1 in-depth technical support for all in-house employees and store locations globally by connecting with users via phone or Microsoft Teams
- Resolve issues including, but not limited to, username and password problems, un-installing and reinstalling basic software applications (specifically on iPhones and iPads), assisting users with various applications and troubleshooting single sign-on
- Diagnose Point of Sale systems and printers for Tiffany stores and office locations globally
- Use Mobile Device Management software to deploy, secure, and manage iPhones and iPads

Tech Support Specialist

Weichert Realtors - Morris Plains, NJ   August 2021 - February 2022

- Developed weekly analysis to monitor employee usage trends with business analytics data retrieved from kvCORE (Real Estate CRM platform)
- Managed internal Weichert University Recruiting Resource page with HTML and CSS, along with documenting and storing resources for Weichert managers and Real Estate Agents
- Created and analyzed monthly and bi-monthly hiring reports to ensure that managers stay on track with quota, while cross-referencing hiring reports with daily lead reports
- Designed dashboards in Power BI to reflect yearly hiring and lead distributions
- Produced Excel reports for the VPs of regional branches, reflecting hiring lead distribution on prospective real estate agents

Service Desk Technician

Data Pros - Holmdel, NJ   September 2020 - June 2021

- Client support by answering calls, creating tickets, monitoring status of ticket queues
- Oversaw phishing simulation campaigns on companies and monitored Dark Web credential leaks (DarkWeb ID)
- Collaborated in creation and termination of user profiles on computers as well as the admin center of Office 365 and Autotask
- Monitored for alerts on servers and computers for system failures and reached out to clients to obtain status of issue

IT Support

Essex County School of Technology - Newark, NJ   September 2020 - September 2021

- Created instructional documentation for the classroom tracking software LanSchool
- IT support dealing with Active Directory, inventory, backups, reimaging, and troubleshooting hardware and software issues

System Administrator

Evco Mechanical - West Orange, NJ   June 2016 - May 2019

- Designed and developed application tools to log service history, client equipment, and site information. Provided company with an auditing trail for insight on customer interactions and service frequency (Microsoft PowerApps)
- Maintained database of customer asset details, scrubbed data and matched newly added entries with asset pictures in Dropbox. Resulted in persistent data integrity across all data resources (SQL Server)
- Provided training and created documentation for technicians on how to use SamPro, Dropbox, and in-house built applications