

ERIC BROWN

(303) 746-ERIC • theelectroniceric@gmail.com

PROFESSIONAL SUMMARY

IT Professional with over 25 years of experience, proven results saving both small & large companies thousands in Operational costs, streamlining processes, knowledge sharing, raising the bar for ITIL standards.

SKILLS & EXPERIENCE

- **Hardware:** Dell ESXi hosts, MPLS Circuits, Sonicwall Firewalls, Compellent SAN's, Dell PowerConnect, RoDC, VPN, UAT/QA/DEV Production environments, VoIP, A/V Teleconferencing, MDM Solutions
- **Software:** Windows Server 2012/2016, DNS, DHCP, ADFS, VMWare, Hyper-V, MacOSX, Salesforce, Office365 Cloud, Microsoft SQL, MDT, SCCM, HPBX, LMS, IIS, VLANs, Windows 7 & 10, DYSIM, ERAM, Linux, Android
- Created 3 websites, www.theelectroniceric.com, www.icetrapentertainment.com, www.nfatheatre.com

EMPLOYMENT HISTORY

IT Professional Consultant - Aug, 2017-Present

Electronic Eric

- Designed & Configured an Enterprise/Domain GPO & Security policy Administering Windows 10 over 1,300 Dell Laptops & Workstations. Includes MDT-managed silent PXE boot environment with optimized ISO's for 15-minute touch-less imaging.
- Installed RoDC, File & Print servers, patch-panels, Sonicwall Firewalls, & POE gigabit switches at 8 remote business offices holding 10-25 personnel each across the USA. Setup VPN Tunnel for encrypted remote access on MPLS circuits, 1Gb pipes.
- Configured VLANs for over 200 VoIP phones to self-provision using an OPT-144 scheme on a custom HPBX server. Created & Administered 6 call-centers with remote agent management, supervisor reporting, mobile & web app access.

Senior IT Support Specialist - December, 2012-2018

KPA, LLC

- Saved KPA over \$50,000 through expert management of the Verizon & Ebay accounts.
- Managed IT Inventory for over 4,000 Assets, maintaining 1.7yr average hardware age (1yr younger than industry standard) including Nationwide Logistics.
- Created over 50 Helpdesk Knowledge Base Articles + 8 Instructional Videos.
- Achieved more Core Value Awards in a shorter amount of time than any other KPA Employee in the history of the company.
- Summit Peak Performance – Core Value of the Year Winner.

Remote Pilot Operator June, 2009-2012

Raytheon Corporation

- Memorized the entire Denver ARTCC Airspace, worked in a Government DYSIM Lab and conducted highly complex live scenarios on sophisticated 40" RADAR scopes, using thousands of custom keyboard & Air Traffic radio commands as a Ghost Pilot for the FAA.
- During a detail for several months, traveled to various locations across the US, teaching courses on the deployment of a new DYSIM training software, called ERAM

EDUCATION

Microsoft Certified Solutions Expert

CBT Nuggets, 2012

Bachelor of Arts in Film/Cinema/Video Studies

University of Southern California, 2004-2008

Associate of Arts in Film & Video Production

Rockport College, 2001-2003