ELISEO-JOSE (E.J.) PEREZ

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IT SUPPORT TECHNICIAN
Technical Support | Customer Support | Software Troubleshooting

SUMMARY

Adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possesses adeptness with standards, procedures, and protocols that improve team and business functionality.

WORK EXPERIENCE

Bonny Systems, Wayne, NJ (06/2024-Present) | *IT Support Technician*
- Incorporated new WiFi network for the client community center by setting up access points at key points.
- Troubleshooted and fixed the client's printer several times over several months by developing a relationship with the printer manufacturer.
- Overhauled organization's laptop software by removing unused heavy softwares.

Self Employed Personal Trainer, NJ/RI (11/2018-Present) | *Personal Trainer & Group Fitness Instructor*
- Managed upwards of 35 concurrent 1-on-1 clients, including simplifying complex knowledge into digestible and actionable advice.
- Created original curriculum every month and conducted group fitness sessions from 2021-2022.
- Exuded upbeat energy and positive body language consistently to maintain client/class morale during training sessions.

Catalano Coffee Company, Glen Rock, NJ (08/2022-08/2023) | *Barista*
- Achieved employee of the month status within 1 month by integrating into the system of operations and protocols efficiently.
- Bolstered team morale by displaying resilience under high intensity workloads, with the intent to proactively lead by example.
- Refined customer service skills through tactfully resolving customer complaints and hitting sales goals of 50 lbs of coffee beans per week.

HANDS-ON PROJECTS

Network Level Ad- & Tracker-Blocking | *Networking Upgrade Experience*
- Deployed Pi-hole for DNS filtering, ensuring network-wide ad-blocking and enhanced security by configuring DNS and firewall settings.
- Troubleshot unclear networking issues, managing virtual bridges to ensure seamless connectivity between VMs and the local network.
- Diagnosed and resolved DHCP, static IP, and gateway misconfigurations, improving network reliability by manually setting config files.
- Integrated the above functionality into peer-to-peer VPN, allowing for a seamless upgrade for all users in the network.

Virtual Machine Server Homelab | *Hardware and Software Installation Experience*
- Designed and deployed a bare-metal virtual machine homelab using Proxmox, enabling resource-efficient VM management.
- Configured secure remote access using Tailscale VPN, ensuring private connectivity to the homelab from any location.
- Implemented Wake-On-LAN functionality via Raspberry Pi, enabling remote power management of the server for energy efficiency.
- Built a hands-on learning environment to explore IT fundamentals and protocols, including TCP/IP, DHCP, VPNs, VLANs, & more.

Full-Stack Cloud-Based Video Hosting Site | *Cloud Technologies Experience*
- Installed and setup Google Cloud (GC) applications, GC command line tools, Docker, and relevant JavaScript libraries.
- Setup Firebase Auth to allow for Single-Sign-On (SSO), automatically creating an extensible user record in Firebase's Cloud Storage.
- Read GC documentation and coded logic to allow a user to upload a video, transcode the video to various qualities, and then host videos.

TECHNICAL PROFICIENCIES

- **Platforms –** Linux; Windows; macOS; Google Cloud Platform
- **Applications –** Burp Suite; Active Directory; Jira; Office365; Outlook; VirtualBox; Docker; Netlify; Git; GitHub; Zoom
- **Languages –** Python; Bash; PowerShell; HTML; CSS; JavaScript; TypeScript; React.js; Remix.run

EDUCATION

- **CompTIA A+,** *CompTIA* — In Progress
- **Practical Bug Bounty Course,** *TCM Security Academy* — 2025
- **Practical Help Desk Course,** *TCM Security Academy* — 2024