ELISEO-JOSE (E.J.) PEREZ

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HELP DESK 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 processes that improve team and business functionality.

Areas of expertise include:

COMPLAINT HANDLING // CUSTOMER SERVICE // TECHNICAL TROUBLESHOOTING // ISSUE RESOLUTION

EDUCATION

CompTIA A+, *CompTIA*	In Progress
Practical Help Desk Course, *TCM Security Academy*	2024
High School Diploma, *Wayne Hills High School, NJ*	2016

TECHNICAL PROFICIENCIES

- **Platforms –** Linux; Windows; macOS; Google Cloud Platform
- **Applications –** Active Directory; Peppermint; VirtualBox; Docker; Netlify; Git
- **Languages –** HTML; CSS; JavaScript; TypeScript; Remix.run; Python; Bash; PowerShell

HANDS-ON PROJECTS

Windows Server 2022 | *Systems Administration Experience*
- Installed and setup VirtualBox, Windows Server 2022, and Windows 11 VM.
- Created and modified Active Directory user accounts to hold various properties.
- Configured Windows Server 2022 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPOs) in Active Directory.
- Read PowerShell documentation and streamlined repetitive tasks such as user account creation.
- Created, updated, and closed tickets in Peppermint, a Zendesk/Jira ticketing software alternative.

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.
- Created a dynamic user interface that used Firebase application programming interfaces (APIs) to load most recent videos.

WORK EXPERIENCE

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.
- Consistently provided upbeat energy and positive body language to maintain client/class morale during training sessions.

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

PERSONAL INTERESTS & SKILLS
Programming // Cybersecurity // Reading: Neuroscience, Behavioral Science, Philosophy, Systems Theory

FRC Certified Mobility Specialist **//** 10+ Years of Martial Arts Studies **//** 5+ Years of Meditation Practice