Eric Han

Contact

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Skills

Programming Languages
HTML
CSS
JavaScript
Node.js
React
SQL

Microsoft
Microsoft Admin Center
Microsoft Authenticator
Power App
Power BI
Office 365

Technologies
Active Directory
AirWatch MDM (Mobile Device Management)
Asset Panda
Autotask
DarkWeb ID
Git and Github
JIRA
macOS
Microsoft Dynamics AX
O365
OKTA
Postman
SCCM
ServiceNow
StoneEagle-SecureAdmin
Webroot
Windows 10/11

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

Occupational Safety and Health Administration 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

Support Specialist 2
DOWC – Parsippany, NJ   June 2024 - Present
- Create a positive support experience and through engaged listening, problem-solving, guaranteeing timely resolution of issues, and maintaining a professional attitude through the process
- Design Excel spreadsheets and mail merges to cut down on time spent on onboarding clients
- Log and track incidents/requests from identification through resolution in incident management software
- Maintain and protect confidentiality regarding all aspects of client and company info

Procurement Analyst
LVMH (Randstad) – East Brunswick, NJ   December 2023 – May 2024
- Procurement of laptops, iPhones, software, and other IT related peripherals that users require
- Complete purchase orders by selecting vendors, negotiating prices, payment terms, and resolving delivery issues
- Maintain record of equipment and software with records on purchase date, warranty expiration, and renewals

IT Service Center Specialist
Tiffany & Co. (Motion Recruitment) – Parsippany, NJ   July 2022 – June 2023
- Assisted with management of Okta accounts and educated users on how to use MFA applications
- 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
- Used AirWatch (MDM) to deploy, secure, and manage iPhones and iPads

Tech Support Specialist
Weichert Realtors – Morris Plains, NJ   August 2021 – February 2022
- Produced Excel reports for the VPs of regional branches, reflecting hiring lead distributions on perspective real estate agents
- 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

Service Desk Technician
Data Pros – Holmdel, NJ   September 2020 – June 2021
- Client support by answering calls, monitoring status of ticket queues, and acting as in-house macOS specialist
- Oversaw phishing simulation campaigns on companies and monitored for Dark Web credential leaks (DarkWeb ID)
- Collaborated in creation and termination of user profiles on computers as well as Office 365 Admin Center
- Monitored for alerts on system failures and reached out to clients to obtain update on situation

IT Support
Essex County Schools of Technology (Robert Half Technology) – Newark, NJ   September 2019 – September 2020
- Oversaw IT support dealing with Active Directory, inventory, backups, reimaging computers, setting up printers, and troubleshooting both Microsoft Windows and macOS environments
- Worked closely with Network and System Administrators to address ongoing issues