

ERICK ALLAS

Customer Support Specialist



CONTACT

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PORTFOLIO

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EXPERIENCE



HAPPINESS ENGINEER

Apr 2017 - Nov 2018

AUTOMATTIC, REMOTE

Passionate Happiness Engineer focused on the support of Automattic's WordPress plugins. These plugins consists of Jetpack, Akismet, & VaultPress. Assisted users via live chat and tickets with ZenDesk. Beta tested products with development team. Shared knowledge and support to globally distributed team.

SYSTEMS ENGINEER

Oct 2015 - Apr 2017

CEDONIX, NEW YORK, NY

Diverse Systems Engineer for an IT Management Services Company supporting clients in the Financial Service Industry. Build out to client locations as well as support their infrastructure once running. Includes network side with routing, switching, etc. to server, desktop, backups, disaster recovery, and consulting.

BUSINESS ANALYST INTERN

Nov 2014 - Oct 2015

RVM ENTERPRISES INC., NEW YORK, NY

Organized projects and documentation to SharePoint system. Assist Quality Assurance in bug testing and triaging tickets. Created periodical data analysis of bugs and tickets to report trends. Wrote and updated software documentation for client use.

BARISTA

June 2013 - Dec 2014

STARBUCKS, MIDDLETOWN, NJ

Personable barista in a fast-paced cafe environment. Influenced guests' pairing decisions based on taste and menu. Trained servers on Starbucks barista duties and assisted in training of new employees.

EDUCATION



B.S. of Information Technology

May 2016

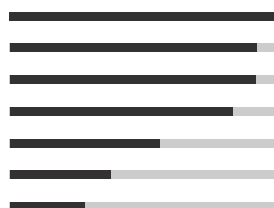
NEW JERSEY INSTITUTE OF TECHNOLOGY, NEWARK, NJ

Energetic student of Information Technology with a minor in Information Systems. Active member of 5+ clubs, most notably Student Activities Council, Vector Newspaper, and HighlanderThon. Held positions in each club asynchronously.

EXPERTISE



Optimism
Microsoft Suite
HTML5 / CSS3
WordPress
Adobe Suite
Python
JavaScript



REFERENCES



RYAN COWLES | TEAM LEAD

+1.413.348.5560 | contact@ryancowles.com

JAMES HUFF | TEMPORARY TEAM LEAD

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