




ERICK ALLAS




Customer Support Specialist



CONTACT

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PORTFOLIO

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EXPERIENCE



CUSTOMER SUPPORT SPECIALIST

July 2019 - Present

AUTODESK, REMOTE

Supporting escaaled customers using the Autodesk Construction Cloud via the web browser or mobile apps. Regularly tests new features coming to our products for the development team alongside preparing the testing, training, and updating of documentation for them. Mentors new support agents towards improving their work.

IT TECHNICIAN

May 2018 - June 2018

SUNTUITY, NJ

Dedicated IT technician who performed remote analysis, diagnosis, and resolution of desktop and end-user technology issues. Managed the Quickbase CRM, Jira tickets and documentation, and Fishbowl Inventory software. Assisted used remotely and on-site.

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.

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

