




# ERICK ALLAS




Customer Support Specialist



## CONTACT

+1.732.737.4314 : **Phone**   
allas.p.erick@gmail.com : **E-mail**   
2391 US Highway 9, Old Bridge, NJ 08857 : **Address** 

## PORTFOLIO

 **Website** : erickallas.com  
 **LinkedIn** : linkedin.com/in/erick-allas-1781786b  
 **Instagram** : instagram.com/theckallas

## EXPERIENCE



### CUSTOMER SUPPORT SPECIALIST

July 2019 - Present

#### AUTODESK, REMOTE

Provide Tier II support on PlanGrid and Autodesk Construction Cloud using Salesforce, Jira, and Slack. Assists developers as adjunct QA tester for new features coming to both products and internal systems. Assists with on-boarding and training of all new support agents. Creates and manages user-facing help articles through Zendesk's Admin Center and Solvvy.

### 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

