



ERICK ALLAS




Customer Support Specialist



CONTACT

+1.732.737.4314 : **Phone** 
allas.p.erick@gmail.com : **E-mail** 
388 Horizon Drive, Edison, NJ 08817 : **Address** 

PORTFOLIO

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

EXPERIENCE



CUSTOMER SUPPORT

July 2019 - March 2021
December 2021 - Present

AUTODESK, REMOTE

Provide Tier I and 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.

CUSTOMER SUCCESS SPECIALIST

March 2021 - Oct 2021

IMAJION, REMOTE

Responsible for the onboarding and training of new clients. Help clients map out their goals for the product to fit their needs. Utilize Hubspot and Monday.com to manage client journey and metrics. Work alongside developers to test and QA the product. Managed, and updated company WordPress website and knowledgebase. Created marketing photos and videos to be used on social media platforms

IT TECHNICIAN

May 2018 - June 2018

SUNTUITY, HOLMDEL, NJ

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



Optimism
Helpdesk Support
HTML5 / CSS3
Adobe Suite
Python
SQL

