

Eric Rice

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SUMMARY

Experienced IT Professional with extensive knowledge in cloud computing, network security, and technical support, backed by AWS Cloud Practitioner, A+, Net+, and Sec+ certifications. Proven expertise in managing IT operations in high-growth SaaS companies and current role as a PC Technician II in a leading health insurance firm. Strong customer service orientation, adept at resolving complex technical issues and ensuring user satisfaction. Recognized for excellent communication, a pledge for continuous learning, and a commitment to contributing to team success in evolving tech environments.

SKILLS

Python Cloud Administration
MQL4 Project Management
Powershell Network Configuration
Bash Customer Service

CERTIFICATIONS

CompTIA A+
CompTIA Network+
CompTIA Security+
AWS Certified Cloud Practitioner

EDUCATION

Kansas State University
Bachelor of Business Administration:
Entrepreneurship, 2017

PROFESSIONAL EXPERIENCE

Pomeroy - Blue Cross Blue Shield | *Kansas City, Missouri*

PC Technician II

April 2023 - Present

- Works as Tier 3 support to manage and administrate end-user accounts and permissions
- Oversees correct provisioning of VDI's and group policies in accordance with security best practices
- Explains technical information clearly to non-technical remote and on-site users across 10 facilities
- Communicates cross departmentally when dealing with high priority out of scope incidents
- Proficient in Office 365, Facets, Interactive Intelligence, RightFax, and DB2 Databases
- Experienced with Azure, Endpoint Manager, SCCM, VMWare Horizon, and Active Directory

K-12 Initiative Pipeline Programs | *Kansas City, Kansas, Seasonal*

Technology Module Instructor

September 2023 - Present

- Provides instruction on IT and JavaScript fundamentals to 120+ low-income middle and high school students
- Design and implements a student-tailored technical curriculum with milestones and objectives
- Works 1-on-1 with students to debug code and fill in gaps in knowledge

ClickUp | *San Diego, California, Remote*

Support Systems Administrator

May 2021 - April 2022

- Aided in building first Support Systems team for SaaS start-up during hyper growth
- Utilized Agile methodology to create, prioritize and execute tasks cross departmentally
- Created and managed tickets for backend development team based on support team analysis
- Assisted in administrating systems such as Front, Intercom and ClickUp
- Supported department SLA times within 95% success by utilizing project management skills
- Monitored employee and customer interactions to assess quality of service and identify actionable trends

Customer Support Specialist

March 2021 - May 2021

- Solved and explained complex technical issues for customers via email and chat, adhering to company SLA's
- Maintained a 90%+ quality assessment while leading support department with highest volume and quickest email complete time
- Collaborated with teammates in finding ways to improve and solve difficult inquiries

Education Dynamics | *Lenexa, Kansas, Remote*

Inside Sales Advisor

November 2019 - September 2020

- Made 200-500 dials a day to multiple states converting leads while adhering to strict TCPA guidelines
- Led company in Conversion Percentage and Weight Leads Per Hour at 10.39% and 10.85, respectively
- Generated \$90,000+ in agent revenue
- Utilized critical thinking and customer service skills while handling hostile prospects