**Eric Pacheco**

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**EDUCATION**

Florida State University, *Tallahassee, FL* May 2022

**Bachelor of Science in Information Technology**

Columbia Southern University, *Orange Beach, AL* February 2019

**Associates of Art in General Studies**

**RELEVANT COURSEWORK**

**User Experience Design, Florida State University**

* Defined Critical Issues and theoretical underpinnings of User Experience (UX) design.
* Established requirements for UX design concepts using techniques such as persona development, task description, and use cases.
* Constructed UX design artifacts using techniques such as flow diagrams, wire-framing, and paper prototypes.
* Evaluate UX design artifacts using techniques such as representative user testing, inspection methods, and expert analysis.
* Applied feedback from UX evaluations to improve information interfaces through a process of iterative, user-centered design.

**Introduction to Information Architecture**

* Discussed the emergence of information architecture as a discipline and area of practice.
* Learned various models of design process and practice.
* Applied one or more of these models to information architecture through project-oriented analysis and exercises with real or hypothetical clients.
* Developed and analyzed functional and content requirements based on audience research and be able to integrate those requirements into design solutions.
* Developed well-written communication materials to convey design and re-design ideas clearly, coherently and grammatically to clients
* Learned the importance of design team and client communication in the information architecture design practice and be able to apply specific techniques to improve that communication, including design presentation skills.
* Created personas of users that would use the site and used these personas to give a better user experience.
* I used low fidelity prototyping by paper prototyping and wireframes using Figma and Balsamiq to set up a layout that can be easily modified.
* Once I have more information and testing was completed of what is needed, I created high fidelity prototypes.

**Web Applications Development**

* Applied a structured approach to identifying needs, interests, and functionality of a website.
* Designed dynamic websites that meet specified needs and interests.
* Implemented well-structured, easily maintained, standards-compliant, accessible HTML code.
* Implemented well-structured, easily maintained, standards-compliant CSS code to present HTML pages in different ways.
* Used a modern web programming language (JavaScript) to add dynamic content to pages.
* Critiqued code written by others, identifying examples of both good and bad practice.
* Selected appropriate code from public repositories of open-source and free scripts that enhances the experience of site visitors.
* Modified existing code to extend and alter functionality, and to correct errors.
* Demonstrated the use of debugging tools.
* Used libraries (e.g. jQuery) to create dynamic pages.

**Database Concepts**

* Demonstrated a basic understanding of relational data modeling, using Entity-Relationship

diagrams.

* Designed a relational database.
* Implemented a database, using a database management system.
* Identified and used basic Data Manipulation Language (DML) such as insert, update, and delete

records, using a database management system.

* Identified and used basic Data Definition Language (DDL) statements, such as create, drop, and

altered database structures, using a database management system.

* Basic understanding of the Structured Query Language (SQL) using

database queries and other operations.

**PROFESSIONAL EXPERIENCE**

**City of Tallahassee,** *Tallahassee, FL* May 2021-Present

Computer Operator II

* Troubleshoot 5000+ consisting of printers, computers, and telephones.
* Create user accounts and edit user accounts on Active Directory.
* Install required software
* Image new computers with Windows 10.
* Take calls from over 5,000 users on the support desk and properly documenting detailed Solar Winds tickets and properly escalating ticket to proper groups.

**Florida State Credit Union,** *Tallahassee, FL* July 2019-November 2019

Information Technology Technician

* Monitored servers and firewalls for vulnerabilities.
* Troubleshooted 200+ devices consisting of printers, computers, and telephones.
* Created user accounts and edited user accounts on Active Directory.
* Set up security cameras.
* Managed help desk and trouble tickets for 50+ users and resolved issues in a timely manner.
* Installed computer operating system.
* Installing hardware and ensuring parts were working properly.
* Ensured Switches were maintained.
* Developed and managed relationships with service providers, vendors, and consultants

**US Army Signal Corps,** *Fort Gordon*  June 2014-August 2019

Senior Information Technology Specialist

* Installed, operated, and maintained computer systems and local area networks (LAN).
* Performed System Administration ensured systems were Information Assurance Compliant.
* Provided direct support to 500+ end users for all operating systems, peripherals, and applications.
* Provided advance level computing environment and network environment support for unclassified and classified systems.
* Imaged brand-new computers for users and changed settings in BIOS.
* Supervised the installation, operation and maintenance of Local Area Network and computer systems.
* Managed and resolved trouble tickets promptly using Remedy
* Trained and mentored less experienced coworkers in the installation, operation and troubleshooting of information and computer systems.
* Evaluated potential Information Assurance security risks and take proper corrective and recovery actions.
* Troubleshooted voice and data network issues for organization.
* Created and ran CAT5e cable
* Installed hardware and ensured parts were working properly.
* In-processed new employees so they can access the network using Active Directory.
* Installed and configured Switches and Routers to connect to network.
* Developed and managed relationships with service providers, vendors, and consultants
* Prioritized projects, tasks, and resources to deliver superior results across the team
* Created online documentation to help employees resolve day to day issues
* Trained new employees on software and company procedures
* Worked with employees to resolve "unsolvable" support requests

**CERTIFICATIONS**

CompTIA A+