

Eric Henderson

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Recently moved back home to Nashville due to adidas ending all contracts with external employees because of the pandemic. My recent role was a Project Coordinator for IT Retail Infrastructure at adidas in Portland, OR. Responsible for maintaining and coordinating IT for all of adidas and Reebok retail stores in the US. Shortly before pandemic started, was recently appointed Project Manager for adidas digital signage project, a 3-million-dollar project to upgrade key retail stores with state-of-the-art digital signage.

EXPERIENCE

adidas, Portland, OR — *Project Coordinator for Retail Infrastructure*

JANUARY 2020 – MARCH 2020

- Tier 3 support for all US based adidas retail stores
- Deployment of IT infrastructure hardware for new adidas retail stores
- Coordinate with onsite technicians to install network hardware
- Project Manager for adidas digital signage project
- Team network specialist given several years of experience deploying network hardware
- Coordinate with vendors and on-site technician during repair, upgrade, or new store deployment of network hardware, RFID equipment, and other POS equipment

adidas, Portland, OR — *Mobile Device Management Specialist*

SEPTEMBER 2018 – JANUARY 2020

- Mobile device management of Android and iOS devices (Airwatch)
- Deploy and support email, monitoring, and remote work resources
- Deploy and ensure proper security prerequisites
- Install and support mobile device applications
- VIP setup of mobile devices for executives
- Management of Verizon account
- Audit Verizon account for expenses and adjust account as needed

Self-Employed, Nashville, TN — *Freelance Technical Support and Web Development*

AUGUST 2017 – AUGUST 2018

Worked various freelance jobs, implementing and supporting various technologies for a few clients. Additionally, developed and managed web sites for several clients including SEO optimization and content guidance.

Guidant Partners, Nashville, TN — *Support Specialist Tier III*

1410 Donelson Pike, Suite B5, Nashville, TN 37217 - 615.277.3345

MARCH 2016 - JULY 2017

Worked for a MSP as a Tier 3 Support Technician. Tasked with providing remote and onsite support for several clients, in addition to onboarding new clients and refreshing old equipment.

- Mobile device management of Android and iOS devices
 - Deploy and support email, monitoring, and remote work resources
 - Deploy and ensure proper security prerequisites
 - Install and support mobile device applications
- Manage relationships with vendors (hosted email, backup and recovery, phone, LOB app support, Microsoft, product supply) to provide IT services to clients that are preventative and quick to resolve issues
- Respond to inbound tickets involving full scope of network architecture from over 30 clients in the Nashville area
- Provide desktop support including slow PC, upgrades, profile administration, access to network resources and more
- Deploy workstations, laptops and tablets for domain, local and remote users
- Schedule and manage projects involving upgrades, maintenance, and migrations
- Create and manage accounts-- hosted Exchange, AD, VPN/firewall, and web portals
- Document and maintain inventory of network assets – name and configure accordingly
- Create systems and software reports to plan scope of projects
- Coordinate auditing of existing systems with client to plan for data migration, server file sharing access, line of business applications and account creation/authentication
- Join systems to domain (from outside of network), allow user privileges, install AV, backup software, remote monitoring and network tools (cloud access and VPN)
- Resolve client and server backup errors
- Deploy Windows Server 2012 & 2016 and configure RAID array
- Manage licensing for all software purchases-- Determine correct version, receive permission, apply for license, source correct installation file, register software

TECHNICAL SKILLS

Network Administration
Server Administration
Cloud based Management

Retail Store Technology: Zebra RFID \$ barcode scanners, Verifone, Endless Aisle, iOS integration with POS systems, receipt printers, etc

Security Services: eset, Webroot, Windows Defender, openDNS, Lookout

Storage Systems: SAN, NAS, RAID, iSCSI

Cloud Services: Office 365 Deployment and Administration, Google Apps for Business Deployment and Administration

Data Protection: Windows Server backup, Repibit, Symantec Backup Exec, ShadowProtect, etc.

Server Virtualization: VMWare, Hyper V, XenServer (XenApp & XenDesktop)

Firewall installation and maintenance: Meraki, Sonicwall

Languages: HTML, CSS, SQL, dBase. Google Apps Script

Tools: Active Directory, Google Apps for Business Admin Console, AirWatch MDM, Meraki MDM and Network Management Console, SugarCRM CE, WordPress, Drupal, WHM & cPanel, Google Analytics, Google AdWords, Google Developers Console, Google "My Business" console, Ringcentral

Operating Systems: All Windows

Caliber Patient Care, Nashville, TN — *IT Manager*

501 Metroplex Dr, Nashville, TN 37211 - 800.615.7398

APRIL 2014 - JANUARY 2016

Tasked with designing, implementing, and maintaining a range of scalable IT solutions and platforms to meet a small company's growth from less than 20 users to nearly 215 users. Done whilst providing direct IT support to both on-site users and bulk of users located remotely. A truly BYOD mixed OS environment was involved throughout the process; and though support staff was occasionally involved, the majority of tasks involved the myself as the sole member of IT Support. In general, took pride in laying the IT infrastructure for a future large corporation. Many of the decisions and configurations I made at the ground level, will stay with the organization for many years to come.

- Managing MS Server 2012 and Active Directory
- Mobile device management of Android and iOS devices
 - Deploy and support email, monitoring, and remote work resources
 - Deploy and ensure proper security prerequisites
 - Install and support mobile device applications
- Analyzing system logs and identifying potential issues with computer systems.
- Introducing and integrating new technologies into existing data center environments.
- Performing routine audit of systems and software.
- Applying operating system updates, patches, and configuration changes.
- Installing and configuring new hardware and software.
- Website development and SEO optimization
- Adding, removing, or updating user account information, resetting passwords, etc.
- Answering technical queries and assisting users.
- Responsibility for security.
- Responsibility for documenting the configuration of the system.
- Troubleshooting any reported problems.
- Tuning System performance.
- Ensuring that the network infrastructure is up and running.
- Configuring, adding, and deleting file systems.
- Managing virtual phone system.
- Researching and deploying software and hardware solutions to corporate needs

Project Vote Smart, Philipsburg, MT — *Development Associate*

1 Common Ground, Philipsburg, MT 59858 - 888-868-3762

OCTOBER 2011 - JANUARY 2014

Worked within the Development & Communications Department of a small non-profit political research organization located in the remote Montana wilderness.

- Ad hoc report generation
- Matching gifts management, recurring donation processing, ACH setup
- Manage and designates tasks to volunteers
- Assist with research, identification and qualification of prospective fundraising opportunities
- Prepare initial drafts and correspondence for partners and prospects, including writing, editing, and designing written materials, e.g. letters, proposals, brochures, newsletters, presentations, and annual report
- Coordinate donor stewardship, including timely acknowledgements, reports, data entry, and responses to donor inquiries or follow-on requests
- Manage and maintain accurate and timely donor records and other appropriate documentation
- Coordinate and organize scheduling, materials, and logistics for development-related opportunities
- Collaborate with PVS finance team to reconcile contributions and track progress

UWG, Carrollton, GA — *Graduate Research Assistant*

JANUARY 2009- DECEMBER 2011

Graduate Research Assistant within Department of Psychology performing both research and class TA responsibilities

- Assisted professor in preparing for and conducting lectures
- Grading and management of student scores via online reporting system
- Student communications and first point of contact
- Helped implement departments first use of iclicker grading (student response system)
- Assisted Professor in constructing a new class, 'The Psychology of Globalization'

EDUCATION

University of West Georgia, Carrollton, GA — *MA*

JANUARY 2009 - DECEMBER 2011

University of Tennessee, Knoxville, TN — *BA*

AUGUST 2005 - JULY 2008

CERTIFICATIONS

- **CompTIA Network+ ce**

desktop versions 95 to present and all Windows Server releases 2003 to present, CentOS, Linux, Ubuntu, Mac OSX, iOS, Android

ACHEIVEMENTS

Access Control door control software and hardware deployment

Corporate Intranet development and project management development

Corporate Office IT Infrastructure laid from the ground up. Designed, configured, deployed, and maintained. From DNS Server to Firewall, a scalable groundwork to meet 10 times the current size

VPS and Website Development creating a scalable corporate web presence, both internally with SugarCRM, and external via a "Reservations Portal" and a Professional client facing website

Google Apps for Work migration and deployment assuring corporate communications and file sharing stay in unison with technological changes and advances

AirWatch MDM providing scalable solution to meet all future mobile device management needs

- **CompTIA A ce**
- **A+ Depot Technician**

References available upon request