

# ERIC ARELLANO

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GitHub [github.com/eric11598/](https://github.com/eric11598/) | Portfolio [eric11598.github.io/](https://eric11598.github.io/) | LinkedIn [linkedin.com/in/eric-arellano-82b98810a/](https://www.linkedin.com/in/eric-arellano-82b98810a/)

Technology enthusiast and Computer Science graduate who is looking to transition careers paths into web development. Experienced in JavaScript, Node js, React, Express, MongoDB, MySQL, HTML5, CSS3, Firebase, and Handlebars js. Currently an accomplished IT professional with excellent communication skills, a proven ability to work in a fast-paced environment, and a highly effective problem solving methodology.

## Education and Certifications

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**Columbia Engineering Full Stack Web Development Bootcamp**

**December 2018**

**CompTIA A+ 900 series Certification**

**June 2016**

**New York University - Bachelor of Arts, Major in Computer Science / Minor in Web Design**

**May 2013**

## Skills Summary

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JavaScript, Node JS, Express, HTML5, CSS3, React, MySQL, Computer Science Fundamentals, MongoDB, Firebase, Handlebars JS, Active Directory, Virtual Machine Administration, Office 365 Suite, IT Hardware Troubleshooting, Operating Systems (Windows, MAC, Linux), Command Line / Terminal, Networking, Server Administration

## Applications Showcase

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**E-Dating** – <https://edating.herokuapp.com/>

**Lead Developer**

A platform to connect with people, a mutual like will open up a chat session in an applet that saves history. Leader of a group of three, responsible for the whole backend as well as frontend assistance. Used JavaScript as the core language, MySQL for the database, Express and Node for file request handling, and the talk JS API for real time chat.

**FitnessApp** - <https://eric11598.github.io/FitnessApp/index.html>

**Lead Developer**

Website for tailored nutrition and workout plans. Leader of a group of three, responsible for the entirety of the backend as well as frontend help. Used JavaScript for the whole backend with HTML, CSS, and Bootstrap edits made to the frontend. Used AJAX for query calls to the WGER workout API as well as the Nutritionix API.

## Professional Experience

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**Momentum Worldwide**

**October 2016 - Present**

Jr. IT Support Technician

New York, NY

- Provide in house IT support for the Momentum NYC office and remote support for all Interpublic Group companies in North America, spanning 900+ users across 70+ IPG companies. Participate in a 24x7 rotation.
- Efficiently onboard and exit employees using software tools including Active Directory, Quick Base, Skype for Business Server, Adobe Admin Console, and the Outlook 365 Exchange Admin Center; had the most completed entrances/exits in 2018 by over 25% as polled by Google Fusion Tables.
- As polled by Remedy Action Request System, solved over 6000 IT help desk tickets between 2017 and 2018, decreasing the average life of a ticket by 8% while solving 30% above the Momentum NA IT support average

**MTM Call Inc.**

**December 2014 – January 2016**

Blink Network Call Lead/ Account Manager

Woodmere, NY

- Managed a team of 12 support agents to provide 24x7 effective tech support; individually achieved a Blink customer satisfaction rating of 95% as initial point of contact for executive clients, with over 300 more tickets solved than the next agent over a polling period of 90 days, as polled by Zendesk
- Created automated process in Microsoft Dynamics CRM to allow for records to be updated in bulk and simultaneously; decreased my teams operator caseload by 25%