

Eric Wilborn

EXPERIENCE

Systems Engineer

July 2017 – Present

Atkore International, Harvey, IL

- Global administration of backup solutions (Avamar, BackupExec, Windows Server Backup)
- Multi-site, multi-node VMWare 5.5 administration
- SharePoint intranet administration, troubleshooting, restore, and modifications
- Active Directory user and group management
- Administration of file server shares and security
- Print administration from servers down to MFDs (Xerox, HP, Konica Minolta, Kyocera, Ricoh)
- Vendor liaison (Microsoft, VMware, EMC, Dell)
- SolarWinds configuration

System Engineer

March 2017 – July 2017

Proven IT, Tinley Park, IL

- Multiple client support as part of an MNS team
- Windows 7, 8.1, 10, Server 2008, 2008R2, and 2012R2 support
- Office 365 administration and support
- Mobile phone support: iOS, Android, and Windows Phone
- Network equipment deployment and support
- Backup appliances and software: Backup Exec, Infracore, Carbonite, Acronis, Datto
- VMWare and HyperV administration
- LabTech and Connectwise helpdesk experience
- Training document development
- Canon, Toshiba, and Ricoh support

IT Manager

Aug 2013 – March 2017

Martin Whalen, a Xerox Company, Bradley, IL

- Windows 7, 8.1, 10, Server 2003, 2008, 2008R2, and 2012R2 support
- Office 365 administration and support in a hybrid environment
- Mobile phone support: iOS, Android, and Windows Phone
- Network equipment deployment and support
- VMWare administration
- SCCM administration
- Cisco phone system support
- Door access system/security monitoring and administration
- Intranet and website development
- Training document development
- Xerox, Canon, Lexmark, Kyocera, and HP support

IT Administrator, Programmer/Analyst

Feb 2012 – July 2013

E2i, Manteno, IL

- Workstation, server, and network appliance deployment
- Software, hardware, and procedure documentation
- Database development
- Avaya phone system deployment and support
- Door access system deployment, programming, and troubleshooting
- Software experience: InfinityQS, Crystal Reports

System Operations Technician Level 1

Feb 2011 – April 2012

Applied Systems, University Park, IL

- Work order prioritization
 - Procedure documentation
 - Utilized Windows software to perform and log tasks, including but not limited to, MS Office, Active Directory, SQL
 - Data handling, customer backups, and storage management
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