

SUMMARY

A highly accomplished and results-driven IT professional with over 21 years of experience, including a decade as a Lead Architect in a managed services environment, providing high-level strategy and solutions for clients across diverse industries. Seeking to leverage expert-level skills in identity and access management (IAM), network administration, and client relationship management as an IT Systems Engineer III or higher. Possesses a proven ability to lead technical teams, resolve complex IT challenges for diverse user bases (PC/Mac/Mobile, C-level executives), and maintain 100% customer satisfaction through proactive solutions and efficient incident management. Adept at managing IT infrastructure, implementing cybersecurity standards, and optimizing IT operations.

EXPERIENCE

Lead Architect - Systems and Solutions

Small LA Based MSP, Los Angeles, CA. December 2014 – Present

- Served as a Virtual CIO (vCIO) for key clients, providing strategic IT guidance, technology roadmapping, and budgeting to align technology with core business objectives.
- Managed various MSP related business operations, helpdesk, high-level vendor relationships and reseller accounts, negotiating contracts and ensuring optimal service delivery and pricing.
- Architected and implemented comprehensive IT solutions for a diverse client base, including environments with over 250 endpoints.
- Provided expert-level end-user and executive support, personally overseeing helpdesk and remote assistance for approximately 1500 external users, including VIP and C-level executives.
- Managed comprehensive helpdesk queues, ensuring timely and accurate resolutions that consistently resulted in a 100% positive customer satisfaction rating.
- Directed the installation, configuration, and maintenance of computer hardware, software, and peripherals, including workstation deployments using InTune and Mac imaging.
- Developed, enforced, and maintained robust corporate cybersecurity standards and compliance regulations, with a focus on ISO 27001 and HIPAA for our clients.
- Provided day-to-day technical support and troubleshooting for network infrastructure (WAN/LAN, TCP/IP), managed VPN connectivity, and supported enterprise telephone systems (YeaLink, Vonage, RingCentral, Teams).
- Offered Tier 1 to Tier 3 + Problem Ticket and Escalations support for a wide range of customized business applications and critical SaaS environments, including Microsoft 365 and Google Workspace.
- Managed and maintained audio/visual equipment and Microsoft Teams Room configurations.
- Optimized IT operations by tracking potential computer problems, implementing fixes, and developing automation opportunities to boost efficiency.
- Led and mentored a team of IT professionals, ensuring the successful completion of complex technical projects on time and within scope.
- Consulted peer-network MSPs on operations and escalated problem tickets.

Instore Tech Support/IT Retailer - Multiple Roles in Reverse Chronological Order

October 2006 – December 2014

- **Covert Agent (Best Buy Corporate - Work-at-Home):** Delivered high-quality remote support solutions to over 2000 clients annually, resolving issues with software, network configuration, and virus removal. Selected as a team leader, taking on supervisory responsibilities.
- **Deputy of Counter Intelligence (In-Store Department Supervisor):** Led a team to maximize financial and operational outcomes, specializing in consumer electronics repair and client-focused interaction.
- **Senior Counter Intelligence Agent (Assistant Supervisor):** Assisted in managing the department, resolving escalated client issues, and overhauling department operating constraints.
- **Part-Time Counter Intelligence Agent:** Provided exceptional in-person technical service and managed product processing through queue management.

Systems Administrator & AutoCAD Technician

June 2004 – May 2005

Land Surveying Burleson, Texas

- Supported a small business network of 8 workstations and 1 server, both wired and wireless.
- Drafted accurate legal documents by researching titles, deeds, maps, and plats.

EDUCATION

Tarrant County College - Fort Worth, Texas

2005 to 2007

Studies focused in Business and Technology. Courses included Web Mastering(HTML), Advanced Placement Computer Sciences(Java), Technology Systems(AutoCAD, CCM, Plastic Injection Molding, etc..), Business Administration and Business Law.

ERIC DOUGLAS MOORE

Senior IT Specialist & Volleyball Dad, Stage Manager/Stage Tech/Stage Hubby to my actor wife, Live Audio/Visual Engineer, DJ/Producer, Videographer/Editor, Mechanic, Carpenter, Electrician, Roofer, Ranch Hand, Day Trader

Certifications

AZ900 - Azure Fundamentals
Liongard Certified Administrator
Datto Certified Administrator
Sophos ET15 & ET80

Auvik Certified Professional
MimeCast Email Security Cloud

Skills & Tools Proficiency

General: Problem Solving Specialist, Professional and Empathetic Communications

IT Management: SuperOps.ai, INKY, Huntress, Hudu Cloud, ConnectWise, NinjaRMM, Auvik, Addigy, SplashTop, IT Glue, Atera, Avanan, AnyDesk, CLI, SSH, TelNet, RDP

Networking Hardware: Cisco, Draytek, Sophos, Meraki, Check Point, ProofPoint, Ubiquiti, Firebox, HP, Dell, Sonicwall, FortiNet, PakEdge (Client, server, router, firewall, switches, access points, VPN, VLAN, resource sharing, load balancing)
Virtualization: VMWare & Hyper-V

Hardware: Custom Gaming, Workstation and Server Builds, Hardware Diagnostics
Identity & Access: Hybrid Active Directory, AzureAD/Entra User and Application Admin

Scripting: PowerShell (including AzurePS), Solidity, Python, Pinescript, Thinkscript, HTML/XHTML, Java, JavaScript, Unreal Engine 5

Security: Data Backup & Recovery, Forensic Data Recovery, Virus Eradication and Prevention, EDR/MDR/ITDR/SIEM

Support: Printers, HID & Email Support, Home Theater Systems, Home/Office Automation

Productivity: MS Office Suite (97 to M365), GSuite / Google Workspace, Adobe Suite, AutoCAD, Carlson Survey 2005, Effective AI LLM Prompting

Operating Systems: MS DOS to Windows 11, Windows NT/2000 and up for Servers, Mac OS X, Linux/UNIX
*References(details upon request) :
Ryan Lane - Technical Accounts Director
Current Manager at Tier 4 Solutions
Geoff Baehr - Mentor, Client,
Former CTO at Sun Microsystems
Richard Gonzalez - Client
Former CEO at AbbVie

