

Rico Davis

Core Competencies

General Leadership—Driver of success with functional management in retail industry, private sector operations as well as varying IT environments.

Continuous Improvement and Training—Proficient with the Microsoft Office Suite, various collaboration solutions (including Microsoft Outlook), and a broad range of end user experience applications as well as hosted platforms. Proficient in Windows Server and Office 365 administrating.

Professional Experience

March 2021-Present Account Manager, RedEye Inc; Hamilton, NJ

Manage clients and their businesses, serving as a point of contact for the client, ensuring company policies and procedures are adhered to and maintained.

- Monitoring of client work, service calls, and related documentation
- Meets with the owners/executives to conduct Quarterly Business Reviews (QBR)
- Answer quick, high level questions regarding technology and business
- Client Retention and Client Satisfaction
- Trusted advisor to the client about all business IT needs and the client advocate
- Preparation of proposals and acceptance of orders from clients
- Procurement of product and software
- Maintain proper margin on products ordered
- Present Root Cause Analysis reports for critical issue
- Project Management
- CRM Management

July 2013-2021 IT/ Computer Technician, Redeye Inc.; Hamilton, NJ

Provide IT support and further develop the best IT strategies and technology solutions for specific business needs and goals.

- Troubleshoot Microsoft Office 365, Microsoft Exchange, email servers and client applications.
- Disaster recovery, data integrity, and business continuity planning.
- Project planning and management as well as anti-spam/virus solution with email disaster recovery capabilities.
- Setup desktop users and confirm network access/connectivity.
- Troubleshoot network printers and files.

- Replace physical components of desktop computers and printers.
- Configure and test desktop applications and programs.
- Backup management and solutions
- Hardware configuration
- Workstation setup
- Virus removal and Quarantine
- Implementing/Administrating Office 365
- Implementing/Administrating Teams, Zoom and additional conferencing software

July 2011-July 2013 Produce Clerk/Cashier Saker Shoprite; East Windsor, NJ

Former manager now responsible for weekly inventory levels, customer quality control and quarterly sales responsibilities.

- Cashier
- Customer control and management
- Book keeping
- Inventory management

Education
2013

Mercer County Community College; Trenton, NJ

2011-

- Information Technology