Eric Rihm

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SUMMARY

Network Engineer and Systems Administrator with 3+ years of experience leading the installation, configuration, and support of software, hardware, and networks for hundreds of small to mid-sized technology companies across a wide range of industries. Hands-on IT Specialist and Trusted Advisor focused on working with diverse, cross-functional teams to drive technology and digital transformation, optimize organizational productivity, and increase network stability, performance, and security at scale.

SKILLS

- **IT:** Network Administration, Systems Administration, Network Engineering, Integrations, Infrastructure & Deployment, Performance Monitoring & Alerting, Routing/Switching, Backup/Restore, Web Development, Ticketing Systems, Asset Allocation & Procurement, User Training, Technical Support & Troubleshooting, Help Desk Management, Security
- **Leadership:** Strategic Planning & Execution, Project Management, Process Improvement, Prioritization, Service Delivery, Customer Relations, Stakeholder Engagement, Interdepartmental Alignment, Documentation, Reporting
- **Technology:** Active Directory, Cisco, Sophos, Fortinet, Meraki, Unifi, VMWare ESXi, Azure, Photoshop, SQL, HTML, Powershell, Windows 10, iOS, Android, Office 365, Google Workspace
- **Protocols:** TCP/IP, DNS, DHCP, SSH, RDP, IPsec, SSL VPN, RMM, RADIUS, SNMP, SIP

EDUCATION & CERTIFICATIONS

- Associate of Applied Business in Information Technology, Cuyahoga Community College (Expected 2024)
- CompTIA CySA+
- CompTIA Security+
- CompTIA Network+

RELEVANT EXPERIENCE

Network Engineer, Quality IP   **February 2023 - Present**

- Plan, design, and develop LAN/WANs and ensure the stability and integrity of voice, data, and wireless network services for 300 clients with 500+ staff across various industries using mixed Cisco, Sophos, Meraki, Fortinet, and Ubiquiti tech stacks.
- Provide engineering insights for sales leads during pre-sales and client presentations to meet client needs.
- Lead the installation, monitoring, maintenance, support, and optimization of all network hardware, servers, PCs, and software for clients while providing, analyzing and resolving problems such as config errors and network protocol issues.
- Managed a network infrastructure upgrade and expansion project across 5 client sites to support VOIP ops for crisis lines.
- Designed and implemented a scalable/redundant network architecture to ensure availability and improved performance.
- Configured and deployed Cisco CBS switches and Meraki firewalls to support increased bandwidth demands, ensure seamless connectivity, enhance data protection, and prevent unauthorized access.
- Procured and configured network devices including switches, routers, and wireless access points while ensuring compatibility with client network standards.
- Designed and implemented VLANs to segment network traffic based on departments and security requirements.
- Train and mentor junior engineers on network engineering best practices, principles, and procedures.

Software Analyst II, MRI Software   **2022 - 2023**

- Manage database administration, systems engineering, and technical support for a real estate software company serving 45,000+ clients, 20.1m units, 4.2m leases, and 300+ partners in 170+ countries.
- Lead database architecture implementations to enable seamless SaaS migrations.
- Write and test SQL queries to proactively identify and resolve bugs, preventing and reducing downtime.
- Monitor and update APIs to resolve errors, preserve access rights, and increase data integrity.
- Analyze financial data using SQL to identify, troubleshoot, and resolve errors that mitigate potential risks.
- Proactively partner with each client to understand their requirements, resolve program errors, database corruption, and cloud deployment issues, and create custom reports to provide insights into key metrics.

IT Technician, Ohio Business Machines (OBM)   **2021 - 2022**

Service Technician, OBM   **2019 - 2021**

- Led IT operations for a company delivering managed IT services, VOIP phone systems, print solutions, cybersecurity, and compliance programs for 2,000+ SMBs in and around Ohio.
- Served as tier 2 support for 250+ client users and tier 3 support for 70+ internal users of critical internal business systems, including endpoint detection and response, Sophos XGS firewall, O365/Azure Tenant, and CRM.
- Oversaw service coordination with dispatch, field personnel, management, sales personnel, and customers to meet ever-changing client requirements, decrease resolution times, and streamline overall service delivery.
- Spearheaded software and hardware installation, configuration, technical troubleshooting, and documentation to seamlessly onboard clients, increase the productivity of their employees, and drive customer retention.
- Conduct research and root cause analysis to identify and quickly resolve issues spanning LAN/WAN, user administration, email account creation, and complex MFP printer issues.
- Set up, maintained, and repaired copiers, fax machines, and printers and their software to eliminate downtime.

Graphic Designer & Web Developer, Future Screen   **2017 - 2019**

- Defined and executed the creative strategy for a portfolio of 300+ SMBs and startups by partnering with clients to codify the brand vision and unify digital and physical brand assets with the brand ethos.
- Designed websites, HTML templates, newsletters, email marketing campaigns, physical consumer products, and eCommerce platforms with payment gateways while optimizing logistics to deliver on time and on budget.
- Launched an Amazon affiliate shopping website to open a new revenue channel and maximize business ROI.
- Built and strengthened relationships with business founders to maximize client satisfaction and retention.