Eric Nelson

Objective

IT professional eager to lead an organization’s computing services by applying the skills I have acquired through my work and educational experiences.

**Employment History**

• ***Computer Consultant***, Neltel Computer Consulting, Fort Collins, Colorado

March 2009 - Present

1. Established a computer consulting business to provide customers technical expertise for their computing needs.
2. Maintains healthy working relationships, exceeds expectations, and regularly communicates tasks and project status with customers.
3. Takes the time to truly understand needs and recommends cost-effective technology solutions to improve customer processes and goals.
4. Manages technology projects which includes coordinating internal and external resources.
5. Supports all aspects of technology in varied computing environments.
6. Implements, maintains, and upgrades existing servers, networks, desktops, tablets, and more.
7. Provides services: system administration, web development, network installation, hardware/software implementation, training, technical documentation, cyber security improvements, and disaster recovery.

• ***IT Manager***, Poudre Fire Authority (PFA), Fort Collins, Colorado

March 2016 – Present

1. Leads an IT team that provides exceptional customer service in a 24x7 public safety environment.
2. Responsible for hiring, training, developing, and guiding IT staff.
3. Aligns with PFA’s leadership team to develop technology strategies to enhance services, improve user effectiveness, and foster innovation.
4. Oversee and contribute to major changes in technology including CAD 911 systems, record management systems (RMS), Mobile Data Terminals (MDT), wireless, and overall IT infrastructure.
5. Supports a variety of mainstream and public safety business applications.
6. Collaborates with partner agencies on improving system integration and cyber security.
7. Designs enterprise services and maintains documentation of IT assets.
8. Provides regular education to department users.
9. Develops and recommends improvements to IT policies, guidelines, and procedures.
10. Ensures smooth and secure operation of all technology functions and equipment.
11. Stays abreast of changes in technology and recommends technology that will increase business efficiency, save money and facilitate achievement of department goals.
12. Efficiently manages the information technology budget aimed to decrease costs and improve services.
13. Coordinates technology projects to ensure they are completed on time and within budget.
14. Plans the lifespan of technologies, including anticipated upgrades and replacement schedules.
15. Oversees disaster recovery and/or contingency plans to ensure business continuity.
16. Hires contractors and outsources functions when necessary to ensure technology needs are met.
17. Assists with systems upgrades, installations and migrations.
18. Continues to exhibit the ability to work under pressure, manage competing tasks, and adapt to changing priorities while maintaining technology effectiveness.

• ***IT Analyst***, Poudre Fire Authority (PFA), Fort Collins, Colorado

April 2003 – March 2016

1. Administered and implemented systems and services in a 24/7 high-availability emergency operations environment.
2. Automated workstation and application deployments to speed deployment time.
3. Introduced single sign-on and multi-factor authentication (MFA/2FA).
4. Redesigned department Internet and Intranet sites to improve functionality and usability.
5. Implemented and maintained wireless systems at all facilities.
6. Created a disaster recovery system to include multi-site fail-over capability.
7. Deployed a video conferencing system to utilize live web streams of presentation content.
8. Implemented Microsoft Exchange for use by all department personnel.
9. Maintained a personnel management system used for automated employee staffing.
10. Introduced server virtualization and clustering services which provided benefits of simplified disaster recover, increased availability, reduced hardware costs, and decreased power consumption.
11. Installed a patch management system for all systems ensuring that they are compliant.
12. Configured and maintained an Office of Emergency Management computing environment for use by multiple first responder agencies in a disaster/emergency.
13. Implemented database reporting services to enable report generation with real-time data.
14. Created instruction/reference manuals and educated personnel in hands-on training sessions.
15. Implemented enterprise class security software solutions.

• ***Systems Administrator***, Timing Solutions Corporation, Boulder, Colorado

July 2000 – April 2003

1. Responsible for administering a multi-platform network (primary operating systems: Windows, FreeBSD UNIX, and Linux).
2. Performed database management, hardware and software installation, and website updates.
3. Disaster recovery planning, maintenance, and optimization of network computer systems.
4. Document, support, and improvements to various networking services: remote access, web, messaging, cyber security, and operating system interoperability.
5. Constructed and administered all company servers and workstations.
6. Managed the expansion of computer and network operations by pricing, evaluating, recommending, and implementing new software and hardware equipment.

• ***Computer Specialist / Network Administrator***, Professional Consulting Inc., Marquette, Michigan

April 1999 - May 2000

1. Transitioned a mixed networking environment to an entirely Microsoft Windows based network to improve user productivity and satisfaction.
2. Controlled the daily operation of the company network.
3. Responsible for evaluating products and technologies to increase performance and ease of use.
4. Held technology expenses to a minimum and within budget.

• ***Computer Lab Technician / Help Desk Support***, Northern Michigan University, Marquette, Michigan

August 1997 ‑ April 1998

1. Provided support for university staff and student personnel on the college campus.
2. Performed software and hardware upgrades on workstations and peripheral equipment.
3. Educated and provided instruction to end users on a variety of desktop and network applications.

**Education**

• Northern Michigan University; Bachelor of Science - April 2000. Major: Computer Information Systems.

Deans List ‑ all semesters. GPA: 3.6 / 4.0 (Graduated Magna Cum Laude)

**Professional Certifications**

• Microsoft Certified Systems Engineer (MCSE)

• Microsoft Certified Systems Administrator (MCSA)

• Information Technology Infrastructure Library Certified (ITIL)

• CompTIA Network+ Certified Professional

• CompTIA Project+ Certified Professional (expected completion June 2025)

**Skills**

Technical Expertise Operating system skills ranging from MS-DOS to Microsoft Windows 11 / Server 2022. Extensive knowledge of many application packages and of PC/Server/Network construction, troubleshooting, and repair. Virtualization experience with Hyper-V and VMware. Veeam backup and disaster recovery software. Active Directory and Group Policy. Network switching, wireless, LAN/WAN, TCP/IP, DNS, DHCP, VPN, and Firewalls. Google and Microsoft 365 Administration, support, and development including related technologies: SharePoint, Teams, and Exchange. Security platform integration and administration including: KnowBe4, Arctic Wolf, and Intune.

Innovation Dedicated to continuously evaluate, improve, and implement computing solutions to meet customer needs.

Leadership Leads IT staff and users/clients to the highest level of information technology use. Conducts informative training sessions that educate users on current hardware and software.

**Special Qualifications**

1. Exceptional at leading a team
2. Eager to gain new knowledge
3. Dedicated to completing tasks on time
4. Excellent technical writing skills
5. Self-motivated and dependable
6. Adapts well to an ever-changing field of work
7. Expert in understanding IT needs
8. Effectively prioritizes workload

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