

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
 - * Established a computer consulting business to provide customers technical expertise for their computing needs.
 - * Maintains healthy working relationships, exceeds expectations, and regularly communicates tasks and project status with customers.
 - * Takes the time to truly understand customer needs and recommends cost-effective technology solutions to improve processes.
 - * Manages technology projects which includes coordinating internal and external resources.
 - * Supports all aspects of technology in varied computing environments.
 - * Implements, maintains, and upgrades existing servers, networks, desktops, tablets, and more.
 - * 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
 - * Leads an IT team that provides exceptional customer service in a 24x7 public safety environment.
 - * Responsible for hiring, training, developing, and guiding IT staff.
 - * Aligns with PFA's leadership team to develop technology strategies to enhance services, improve user effectiveness, and foster innovation.
 - * 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.
 - * Supports a variety of mainstream and public safety business applications.
 - * Collaborates with partner agencies on improving system integration and cyber security.
 - * Designs enterprise services and maintains documentation of IT assets.
 - * Provides regular education to department users.
 - * Develops and recommends improvements to IT policies, guidelines, and procedures.
 - * Ensures smooth and secure operation of all technology functions and equipment.
 - * Stays abreast of changes in technology and recommends technology that will increase business efficiency, save money and facilitate achievement of department goals.
 - * Efficiently manages the information technology budget aimed to decrease costs and improve services.
 - * Coordinates technology projects to ensure they are completed on time and within budget.
 - * Plans the lifespan of technologies, including anticipated upgrades and replacement schedules.
 - * Oversees disaster recovery and/or contingency plans to ensure business continuity.
 - * Hires contractors and outsources functions when necessary to ensure technology needs are met.
 - * Assists with systems upgrades, installations and migrations.
 - * 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
 - * Administered and implemented systems and services in a 24/7 high-availability emergency operations environment.
 - * Automated workstation and application deployments to speed deployment time.
 - * Introduced single sign-on and multi-factor authentication (MFA/2FA).
 - * Redesigned department Internet and Intranet sites to improve functionality and usability.
 - * Implemented and maintained wireless systems at all facilities.
 - * Created a disaster recovery system to include multi-site fail-over capability.
 - * Deployed a video conferencing system to utilize live web streams of presentation content.
 - * Implemented Microsoft Exchange for use by all department personnel.
 - * Maintained a personnel management system used for automated employee staffing.
 - * Introduced server virtualization and clustering services which provided benefits of simplified disaster recover, increased availability, reduced hardware costs, and decreased power consumption.
 - * Installed a patch management system for all systems ensuring that they are compliant.
 - * Configured and maintained an Office of Emergency Management computing environment for use by multiple first responder agencies in a disaster/emergency.
 - * Implemented database reporting services to enable report generation with real-time data.
 - * Created instruction/reference manuals and educated personnel in hands-on training sessions.
 - * Implemented enterprise class security software solutions.
- **Systems Administrator**, Timing Solutions Corporation, Boulder, Colorado
July 2000 – April 2003
 - * Responsible for administering a multi-platform network (primary operating systems: Windows, FreeBSD UNIX, and Linux).
 - * Performed database management, hardware and software installation, and website updates.
 - * Disaster recovery planning, maintenance, and optimization of network computer systems.
 - * Document, support, and improvements to various networking services: remote access, web, messaging, cyber security, and operating system interoperability.
 - * Constructed and administered all company servers and workstations.
 - * 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
 - * Transitioned a mixed networking environment to an entirely Microsoft Windows based network to improve user productivity and satisfaction.
 - * Controlled the daily operation of the company network.
 - * Responsible for evaluating products and technologies to increase performance and ease of use.
 - * Held technology expenses to a minimum and within budget.
- **Computer Lab Technician / Help Desk Support**, Northern Michigan University, Marquette, Michigan
August 1997 - April 1998
 - * Provided support for university staff and student personnel on the college campus.
 - * Performed software and hardware upgrades on workstations and peripheral equipment.
 - * 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
- CompTIA Security+ Certified Professional (expected completion 2026)

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

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