

# Eric J Cili Jr

## IT SUPPORT & WEB DEVELOPMENT SPECIALIST

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### PROFESSIONAL SUMMARY

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IT support and web development specialist with 3+ years of hands-on experience resolving end-user technical issues and delivering strong customer service in fast-paced environments. Currently a Service Desk Tech I supporting a diverse client base, leveraging ServiceNow for ticket management, and administering accounts in Active Directory and Exchange. Also experienced in building and maintaining 15+ business websites, troubleshooting performance issues, and documenting solutions and SOPs to improve support efficiency.

### TECHNICAL SKILLS

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- **Technical Support & Troubleshooting:** Hardware/software/network troubleshooting, desktop application support, website performance troubleshooting
- **Operating Systems & Applications:** Windows OS, Microsoft 365/Office, remote desktop support
- **IT Support Tools:** ServiceNow (ITSM/ticketing), Active Directory, Exchange (basic administration), quick to learn new tools/processes
- **Networking & Remote Access:** VPN troubleshooting and basic configuration
- **Web & Application Development:** HTML5, CSS3, JavaScript, React.js, Node.js, Express.js, MongoDB, SQL, GitHub
- **Web Design & SEO:** Responsive design, UX/UI fundamentals, on-page/off-page SEO best practices
- **Customer Service:** Clear communicator, manages expectations, builds rapport, high focus on user satisfaction

### PROFESSIONAL EXPERIENCE

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#### SERVICE DESK TECH I | COMPUCOM

Remote, Orlando, FL | 2025-Present

- Provide first-line IT support, diagnosing and troubleshooting hardware, software, and network issues for a diverse range of clients
- Manage user accounts, password resets, and permissions using Active Directory and Exchange
- Use ServiceNow to document, track, and resolve service tickets, ensuring timely updates and customer satisfaction
- Support remote connectivity by troubleshooting VPN access and configuration issues
- Communicate technical solutions clearly to users with varying levels of technical experience

#### WEB DEVELOPER & IT SUPPORT SPECIALIST | SELF-EMPLOYED

Orlando, FL | 2022-Present

- Designed, hosted, and maintain over 15 websites for businesses, ensuring optimal uptime and performance

- Troubleshoot technical issues across various platforms, quickly diagnosing problems and implementing solutions
- Collaborated closely with clients to understand their technical challenges and deliver tailored, user-friendly solutions
- Documented resolutions and standard operating procedures to streamline future troubleshooting and support efforts

**TEAM LEADER, PUBLIX**

**Miami & Orlando, FL | 2019-2022**

- Managed daily operations, inventory, and team supervision while maintaining a high standard of customer service
- Resolved operational and technical challenges, including POS and inventory system issues, ensuring smooth workflow
- Trained and mentored new employees on company procedures, technical processes, and effective communication
- Demonstrated leadership and problem-solving skills in fast-paced, high-pressure situations

**EDUCATION & CERTIFICATIONS**

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**BACHELOR OF SCIENCE IN COMPUTER PROGRAMMING/ANALYTICS (EXPECTED 2026)** **Orlando, FL**  
*Valencia College*

**COMPTIA CERTIFIED** **Orlando, FL**  
*ITF+, Tech+, A+* **2025**

**TECHNICAL CERTIFICATE – OPERATIONS/SUPPORT SERVICES (2023)** **Orlando, FL**  
*Valencia College* **2023**

**FULL STACK WEB DEVELOPMENT CERTIFICATE (2022)** **Orlando, FL**  
*University of Central Florida* **2022**

**REFERENCES**

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Available upon request.