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Eric Thaviphon (US Citizen) Posted by: Individual		Tot Exp : 4 Yrs	Preferred Employment	Available as of Feb-15-11
Sys Admin/Network;	NT Admin	US Exp : 4 Yrs		
Romeoville, IL	Ph(C) : +1-630-956-6895	Salary : 50K /Yr	Corp-Corp	✗
Relocation : YES	Ph(H) :	Rate : Market	W2 Contract	✗
Pref. State(s) : IL	Ph(W) :		W2-Permanent	✓
Citrix > 4 yrs	Network Admin > 4 yrs	Desk Top > 4 yrs	1099 Contract	✓
ACTIVE DIRECTORY > 4 yrs	Android > 4 yrs	Excel > 4 yrs	Need H1B	✗
ACCESS > 4 yrs				
Desk Top, ACCESS, ACTIVE DIRECTORY, Android, Citrix, Excel, Graphics, iphone, MS Office, Network Admin, Sharepoint, Word				
Preferred Time to Call :				 Download Resume Only for Premium Access
Corp-Corp Info :				
Notes :				
Domain Experience : Insurance, Manufacturing, Telecom				

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Eric Thaviphon
255 Columbine Lane, Romeoville, IL 60446
Phone Email:

Career Summary

A hard working and dependable IT professional with over 4 years of progressive experience and ability to combine both a functional and technical knowledge base. An energetic individual with an eye on the team and the goals of the organization. An effective communicator with demonstrated abilities to work with both internal and external customers and senior level management. Seeking an opportunity to utilize my technology experience and enables me to make a positive contribution to the company.

Professional Experience

11/2006 - 11/2010 ? Mascari Sales and Marketing ? Romeoville, IL

Information Systems Level 2 Tech Support

Responsible for providing end-user support and ensuring functionality for all enterprise software, servers, workstations and printers.

Perform day-to-day desktop and network administration duties to include installing, configuring, and troubleshooting desktop systems, printers and peripherals in a mixed Microsoft Windows environment.

Install, configures and troubleshoots desktop systems, workstations, servers and network devices.

Assist end-users with installing, configuring, maintaining, and troubleshooting MS-Windows software and network applications via remote access i.e. LogMeIn, Citrix, and Real VNC

Create / update documentation for operational procedures, configuration / installations guides and instructional guides for end-users.

Providing support for mobile devices (BES, BIS, Android, iPhone)

Support Sharepoint, Active Directory, and Cloud

Providing our users with training and support of the Microsoft Office suite of applications (Word, Excel, etc) and various "specialized/custom" software products that are used on a daily basis

11/2004 – 10/2006 ? Farmers Insurance Group ? Lockport, IL

Insurance Sales Agent

Responsible for the sales, marketing and service of insurance products to existing clients and new customers.

Present and explain insurance policy options based upon prospective clients needs and goals.

Prospect for new business by identifying and qualifying sales leads generated from referrals, networking, marketing, cold-calling and lead databases.

Expand current business by consistently understanding clients' changing needs and making appropriate recommendations.

08/2003 – 10/2004 ? Embossed Graphics ? Aurora, IL

Graphic Designer

Responsible for the conceptualization, design and execution of projects. Projects included the design of circulars, POP, ROP, direct mail, promotional materials, packaging and a variety of other graphic materials.

Coordinate with marketing managers to affirm marketing objectives, discuss effective creative direction, ensure brand consistency and high standards of creative execution for the improvement of marketing materials.

Create and layout advertisements including images and copy. Responsible for revisions to artwork, approvals, and accuracy of information.

Education

Eastern Illinois University, Charleston, IL

Bachelor's of Science, College of Business and Applied Science

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