

ERICH DOWNING

IT Support Specialist

PROFESSIONAL SUMMARY

IT Support Technician with 1 year of remote Tier 1 help desk experience supporting students, faculty, and staff in a university environment. Strong foundation in Windows troubleshooting, account access support, ticket documentation, and end-user assistance. Currently pursuing a Bachelor's degree in Cybersecurity.

EMPLOYMENT HISTORY

IT SUPPORT TECHNICIAN

Old Dominion University (ODU)

2024 - Present

Remote

- ◆ Provide remote Tier 1 IT support via ticketing system, email, and chat
- ◆ Troubleshoot Windows OS issues, application errors, and login problems
- ◆ Perform password resets, account unlocks, and MFA troubleshooting
- ◆ Support laptops, printers, and classroom technology
- ◆ Document incidents and resolutions; escalate issues to Tier 2 when needed
- ◆ Follow security best practices for user accounts and sensitive data
- ◆ Resolve 15–25 tickets per shift while meeting SLA targets
- ◆ Maintain 95%+ user satisfaction

CASHIER / TECHNICAL ASSISTANT

Old Dominion University (ODU)

2022 - 2024

Hampton, VA

- ◆ Resolved POS and peripheral issues to restore transactions, reducing downtime and service delays.
- ◆ Assisted customers with purchases and returns while maintaining error-free cash handling in high-traffic shifts.
- ◆ Maintained hardware and software for workstations to ensure consistent system availability.
- ◆ Documented troubleshooting steps and contributed to faster resolution of recurring technical faults.

EDUCATION

BACHELOR OF SCIENCE – CYBERSECURITY

Old Dominion University

(In Progress)

SECURITY +

CompTIA

NETWORK +

CompTIA

SKILLS

End-User Support, Windows 10/11, Password Resets & MFA, Account Unlocks, Hardware & Peripheral Support, Ticketing & Documentation, Basic Networking (TCP/IP), Security Awareness, Customer Service.