**Erich Cottom**

JobOffer@erichcottom.com

**EXPERIENCE**

SevOne - Newark, DE

**Product Support Tech Team Lead**, 2014-Present

**Product Support Engineer**, 2013 to 2014

Lead Tier 3 team of 6 responsible for locating customer defects and providing workarounds. Triaged and prioritized escalated issues. Issues included SNMP, PHP, Mysql, Apache and general linux/networking issues.

MITRE Corporation - McLean, VA

**Technical Co-Op**, Spring 2011-Summer 2011

Responsibilities include creating scripts for computer administration and software testing.

Saunders Technical Support at RIT - Rochester, NY

**Network Administrator Assistant**, Fall 2009-Winter 2010

Responsibilities include assisting faculty and staff in their computing needs, computing laboratory support, and ensuring that servers are running.

Lockheed Martin Integrated Systems & Solutions - Gaithersburg, MD

**Technical Co-Op I**, Summer 2006

Responsibilities included SQL query testing, configuring ACLs on Cisco routers, proofreading technical documentation, and creating accounting spreadsheets.

Montgomery County Schools - Montgomery Village, MD

**Intern User Support Specialist**, School year 2005-2006

Responsibilities include maintaining school desktops, computer systems, printers, and working with teachers to solve their problems.

**EDUCATION**

Rochester Institute of Technology **-** Rochester, NY

**BS in Applied Networking and Systems Administration**, 2013

**TECHNICAL SKILLS**

Windows, Linux, UNIX, Red Hat, CentoOS, Fedora, Gentoo, Ubuntu, SUSE, Cisco IOS, ESXI

JAVA, C, C++, GO, C#, Silverlight, .NET, PHP, Perl, PowerShell, Python, AWK, Bash

Active Directory, DNS(Windows, BIND9), DHCP(Windows, Linux), Rsyslog, Syslog-ng, NTP, Apache, Mysql, SNMP, VMware vSphere, KVM, Git, JIRA, Confluence, Zendesk, FishEye