

Eric Plasencio

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Objective

I am looking to obtain a position where I can utilize my years of supervisor and management experience in various customer service environments. I would like to contribute to an environment that displays comfort and warmth.

Education

- College America Fort Collins, CO
- 2010 Attained Associates Degree
- Information Technology and Networking
- 3.8 GPA
- Held Certifications in both CompTIA and Network+ CCNA

Experience

April 2018 - Current

Field Technician with Hired Gun Weed and Pest Control in Kersey, Colorado

- Apply bare ground Sterilant to Application areas to control weed growth
- Apply pesticide to control various types of pests like mosquitoes, flies
- Mow and trim Oil Pad sites, businesses, and homes
- Train new employees and supervise job assignments to assure high quality

January 2017 - May 2017

Customer Experience Service with Comcast in Fort Collins, Colorado

- Field calls for Sales, Technical Support and Billing

May 2014 - December 2016

Account Review Specialist with Constant Contact in Loveland, Colorado

- Maintain documentation of compliance activities, such as complaints received or investigation outcome
- Verify that all firm and regulatory policies and procedures have been documented, implemented and communicated
- Troubleshoot delivery of email in regards to software and provide work arounds while continuing to identify resolution and implement

May 2013 - June 2014

Technical Support for TiVo with Center Partners in Fort Collins, Colorado

- Provide technical support to users regarding the maintenance, development and/or operation of equipment or applications
- Recommend procedures, applications or equipment to meet needs of customer