

ERICK PACHECO

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PROFESSIONAL EXPERIENCE

Tech Networks of Boston, Boston, MA

February 2024 – Current

IT Service Coordinator and Dispatcher

- Manage schedules of six IT Consultants, overseeing client site visits and managing IT project implementations while assisting the Network Operations Center (NOC) with ticket resolution to maintain adherence to Service Level Agreements (SLAs).
- Manage client onboarding/offboarding, addressing escalations, and coordinating resources for over 85 clients. Foster long-term relationships through proactive communication and efficient problem-solving.
- Collaborated with the NOC team as a Support Engineer during staffing shortages, ensuring consistent service delivery and technical issue resolution.
- Contributed to business growth by stepping in as an IT Consultant for special projects, such as new hire onboarding and on-site technical support, resulting in expanded client partnerships, and Office 365, Azure, Active Directory.
- Served as an on-site technician for three months for one of our clients, providing seamless technical support, writing Standard Operating Procedures (SOPs), and training the client's permanent IT hire, ensuring a smooth transition and continuity.

Boston Public Schools, Boston, MA

April 2022 – February 2024

Substitute Teacher

- Facilitated student engagement and comprehension by coaching daily groups of 20, including ESL and SLIFE learners, leveraging bilingual skills to support a diverse student community in meeting educational objectives.
- Ensured seamless technology integration and maintained essential learning resources, enhancing the learning environment and supporting educational activities across multiple schools.
- Elevated colleagues' IT proficiency through mentorship on classroom technology, such as presentation software and collaboration tools, acting as the primary resource for tech support.

Planned Parenthood League of Massachusetts, Boston, MA

December 2022 – April 2023

Operations Coordinator (Contract)

- Spearheaded procurement for daily clinic operations, managing relationships with the DEA, suppliers, and vendors to ensure compliance and efficiency.
- Maintained 100% product availability by forecasting inventory needs, managing stock levels, and streamlining supply chain processes.
- Coordinated material requests, including new hire hardware, while overseeing the proper disposal of outdated materials and ensuring seamless inventory replenishment throughout the clinic.

Global Partners LP, Waltham, MA

November 2021 – September 2022

IT Business Systems Analyst

- Supported the Agile Scrum project to enhance in-house software, contributing to all stages of the software development life cycle (SDLC), including daily standups and streamlining operations. Innovated by advising on the addition of an 'Unlock Account' feature, eliminating the need for IT tickets for account lockouts and reducing team workload. Organized workshops and interviews to gather requirements, secured approvals from the Change Board Advisors, and led Quality Assurance and User Acceptance Testing (UAT) efforts, including writing UAT tests and managing documentation.
- Served as a critical liaison between internal teams, IT, and third-party transportation vendors, guaranteeing 100% uptime of software availability and integration, ensuring seamless software deployment, and resolving any format errors in communication (SFTP) CSV integration with third-party systems.
- Managed IT support for over 360 users across two crucial systems, resolving an average of 20 support tickets weekly within Service Level Agreement (SLA). Developed custom SQL scripts for enhanced troubleshooting and reporting, boosting overall process efficiency.

Wayfair, Boston, MA

January 2020 – April 2021

Associate, Procurement Operations

- Orchestrated the onboarding of over 150 new suppliers, ensuring data accuracy in contracts and insurance certificates, and maintaining strict compliance with Wayfair’s standards. Achieved a 120% year-over-year growth in supplier acquisition for my category, demonstrating exceptional attention to detail and project management skills.
- Developed and optimized SQL scripts and Excel dashboards to streamline team workflows, reducing the time required for revenue analysis and enhancing wholesale negotiation effectiveness. This led to a marked improvement in team productivity and decision-making efficiency.
- Innovated a technical solution that transformed the email campaign process by creating a live-updating Excel spreadsheet connected to our database. This reduced the time spent on supplier information retrieval from 15 minutes to 0.5 minutes per campaign, earning accolades from managers for technical acumen and problem-solving prowess.

Wayfair, Boston, MA

June 2019 – January 2020

Intern, Data Integration

- Ensured seamless data integration and testing via SFTP connections between suppliers' EDR systems and Wayfair’s internal tools, maintaining 100% system uptime while adhering to internal SOPs and provided comprehensive training to suppliers on technical processes.
- Identified and resolved data discrepancies using SQL, optimizing supplier data accuracy and streamlining operations.
- Developed custom SQL dashboards to visualize ticket workload, providing data-driven insights for more efficient issue resolution.
- Acted as a key liaison between the Supply Chain and Procurement teams, overseeing the onboarding of new suppliers and ensuring successful system integration while delivering an excellent supplier experience.

EDUCATION

Western Governors University, Salt Lake City, UT

September 2022 – February 2024

Bachelor of Science, Information Technology

Relevant Coursework: Data Management and Analysis, Project Management, Information Systems Design, Business Intelligence, Systems Analysis and Design, Agile Methodologies, Network Security, Linux, SQL

Southern New Hampshire University, Manchester, NH

May 2020 – May 2022

Associate of Arts, Business

Relevant Coursework: Teamwork and Collaboration, Problem Solving and Critical Thinking, Communication and Active Listening, Understanding Popular Psychology, Using Math to Develop a Budget and Make Decisions.

Year Up United, Boston, MA

March 2019 – June 2019

Finance & Investment Operations Professional Training

SKILLS & CERTIFICATIONS

SKILLS: Agile Methodologies, Advanced SQL & Database Management, KPI Dashboard Creation, Stakeholder Engagement & Relationship Management, IT Support, Workflow Optimization, Data Analysis, Scripting & Programming, Project Management, Strong Communication & Interpersonal Skills, Customer Service, Conflict Resolution, Ticketing Systems (Jira Service Management, ConnectWise, Cherwell), Confluence, Visio, SharePoint, Active Directory (AD), Azure Active Directory (AAD), Azure, Office 365, SOP Writing, Mentoring & Public Speaking, Training & Onboarding Staff, Imaging Computers, User/Client/Vendor Onboarding & Offboarding.

CERTIFICATIONS: ITIL 4 Foundation, LPI Linux Essentials, CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Project+, CompTIA IT Operations Specialist, CompTIA Secure Infrastructure Specialist, AWS Cloud Practitioner, SQL Foundations, Microsoft Office Specialist (Excel).