

# Eric Brintle

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## Professional Summary

- Solves organizational information problems by analyzing requirements, designing computer programs and solutions, and recommending system controls and protocols.
- Develops project goals, gathers relevant information, and determines the resources needed to address the specific aspects of the project.
- Organized, detail-oriented, and able to prioritize and delegate tasks effectively to ensure timely project completion within a team environment. Ability to work independently as well.
- Builds relationships with managers and project stakeholders making it easier to bring teams together to complete the tasks at hand. Communicates well with diverse groups of people inside and outside of projects.
- Determines the technological needs of a business in a way that provides a competitive advantage over competitors.

## Work Experience

### **Blue Ridge Computer Systems, Inc.**

January 2014 - Present

*Information Technology Consultant*

- Assists local clients using Microsoft Windows and Office to improve business operations.
- Increased efficiencies of local trucking company with upgraded Windows servers and operating systems.
- Gathered requirements, designed, developed, and implemented customer software for mining company to improve purchasing, receiving, and inventory tracking of raw materials.
- Developed custom integration of Kronos time system with existing HR software of large textile company.
- Designed, developed and implemented .NET applications to support business inventory tracking functions from receiving through invoicing. Integrated data with Sage accounting software.
- Implemented SharePoint for a technology company to standardize business processes across all departments and meet ISO 9001 requirements.

### **Advanced Electronic Services, Inc.**

July 2004 – January 2014

*Information Technology Manager*

- Responsible for managing all of the organizations technologies and providing technology support and training for end users. Primary duties included: analyzing systems and processes, establishing and maintaining workstations and networks, and designing, developing and maintaining Windows-based applications in a .NET and SQL environment.
- Continuously improved the organization's custom software adding new functionality and improving user productivity. Analyzed functional processes of the business and wrote custom applications to support them.
- Managed and maintained Microsoft Windows applications and systems including but not limited to Windows XP/7/8, Windows Server 2003/2008, Office 2007/2010, SQL Server 2005/2008, and Visual Studio 2010.
- Developed annual technology goals and detailed plans for goal accomplishments.
- Provided technical supervision of technology interns; supervised other staff as directed; annually updated technology job descriptions; completed technology staff evaluations.
- Managed network operations to include: troubleshooting connectivity problems; installing & maintaining routers; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status; performing backups and restores.
- Implemented, administrated and maintained SQL databases.
- Designed, maintained, and implemented reports written in Crystal Reports 2011.

- Analyzed user requirements, procedures, and problems to improve existing systems and review computer system capabilities, workflow, and scheduling limitations.
- Provided staff and users with assistance solving computer related problems, such as hardware malfunctions and program problems. Upgraded older applications and systems to more modern Windows based software.
- Defined system processes and used Visual Basic, FoxPro, and SQL Server to develop client/server applications
- Tested, maintained, and monitored computer programs and systems, including coordinating the installation of computer programs and systems. Expanded and modified systems to serve new purposes or improve work flow.
- Consulted with management to insure agreement on system principles.
- Worked with end users, observed job performance and/or performed the job in order to determine what information is processed and how it is processed.
- Worked to significantly improve systems communication between facilities to reduce redundancy and inefficiencies in the manufacturing process.

**BGD Systems Control, LLC**  
*Software Implementation Specialist*

June 1996 – December 1998

- Implemented custom ERP software solutions for various manufacturing companies across the Southeast.
- Consulted with customers to determine and review software needs, system functional specifications, and obtained customer approvals prior to system installation.
- Documented and prepared training outlines based on customer specifications and established standards
- Provided live support at customer sites on and after the system live date as required by the customer to ensure a smooth opening or transition to their new system and minimize post-installation support requirements.
- Conducted end-user training to ensure a smooth installation process.
- Followed up on post-installation and maintained customer relationships, which led to further service and sales.
- Traveled extensively working with many different customers installing new systems and helping them improve their business processes. Great experience learning a variety of business practices and methods.
- Gained invaluable knowledge of multiple business areas, including manufacturing, distribution, inventory, customer service, personnel, and accounting. Very rewarding helping customers grow their business.

**Technical Experience**

- Visual Studio - 2003, 2005, 2010, 2013
- .NET Framework
- SQL Server – 2000, 2005, 2008, 2014
- Windows Server – NT, 2003, 2008, 2012
- Microsoft Windows – All versions
- Microsoft Office – All versions
- Oracle 10g
- Oracle Developer Suite
- Trend Micro SBM
- SharePoint – 2007, 2010
- Barracuda Firewalls & Web Filters
- Cisco Routers
- Crystal Reports – 2008, 2011
- Nortel Phone Systems
- Video Surveillance
- VPN Tunneling
- Salesforce
- Microsoft Dynamics CRM – 4
- ADT Security systems
- MS Expression Web – 3, 4
- FoxPro - 2.6, 3, 5
- Barcode/Scanning/Printing

**Education**

**University of North Carolina at Greensboro**  
*Master of Science in Information Technology Management*

May 2007

**University of North Carolina at Greensboro**  
*Bachelor of Arts in Business Administration*

May 1994