Eric Rihm

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SUMMARY

Network Engineer and Systems Administrator with 5+ years of experience leading the installation, configuration, and support of software, hardware, and networks for hundreds of small to mid-sized technology companies across a wide range of industries. Hands-on IT Specialist focused on working with diverse, cross-functional teams to drive technology and digital transformation, optimize organizational productivity, and increase network stability, performance, and security at scale.

SKILLS

- **IT:** Network Administration, Systems Administration, Infrastructure Design & Deployment, Performance Monitoring & Alerting, Routing/Switching, Backup/Restore, Asset Allocation & Procurement, User Training, Technical Support & Troubleshooting, Identity Management & Security
- **Leadership:** Strategic Planning & Execution, Project Management, Process Improvement, Prioritization, Service Delivery, Customer Relations, Stakeholder Engagement, Interdepartmental Alignment
- **Technology:** Cisco, Sophos, Fortinet, Meraki, Unifi, Duo, VMWare ESXi, SQL, Powershell, Windows Server, MacOS, Azure, VDI, Entra, Intune, Office 365, Google Workspace
- **Protocols:** TCP/IP, DNS, DHCP, SSH, RDP, IPsec, SSL VPN, RMM, RADIUS, SNMP, SIP

EDUCATION & CERTIFICATIONS

- Master of Business Administration in IT Management, Western Governors University 2026
- Bachelor of Science in Network Engineering and Security, Western Governors University 2024
- CompTIA CySA+, CompTIA Security+, CompTIA Network+
- Hashicorp Automation Terraform Associate

RELEVANT EXPERIENCE

Systems Administrator, Strata LLC **December 2025 - Present**

- Serve as sole technical owner of security, network, and Microsoft 365 infrastructure for a defense-sector manufacturer subject to DFARS/CMMC contract requirements, spanning identity, endpoint, SIEM, backup, and network layers.
- Deployed layered endpoint defense pairing Microsoft Defender for Endpoint with Huntress managed EDR
- Hardened a production Ubuntu server host from 77% to 99.2% of CIS Level 1, mitigating failing controls
- Migrated a Windows Server 2025 fileserver onto a virtualization host and rebuilt Veeam Backup & Replication to return 8 TB disk array under developed restore procedure.
- Authored standard operating procedures governing hardening, detection engineering, and incident response, alongside a 13-component risk register citing CVEs and mitigations.

Network Engineer, Quality IP **February 2023 - August 2023**

- Plan, design, and develop LAN/WANs and ensure the stability and integrity of voice, data, and wireless network services for 300 clients with 500+ staff across various industries using mixed Cisco, Sophos, Meraki, Fortinet, and Ubiquiti tech stacks.
- Provide networking insights for sales leads during pre-sales and client presentations to best serve client needs.
- Lead the installation, administration, and optimization of network hardware, servers, and PCs for clients while analyzing and reducing technical debt such as config errors and documentation.
- Manage network infrastructure upgrade and expansion project across 5 client sites to support VOIP ops for crisis lines.
- Design and implement scalable & redundant network architecture to ensure availability and improved performance.
- Procure and configure network devices including switches, routers, firewalls and wireless access points documenting baselines, reducing drift and ensuring backups.

Software Analyst II, MRI Software **2022 - 2023**

- Manage database administration and technical support for a real estate software company serving 45,000+ clients, 20.1m units, 4.2m leases, and 300+ partners in 170+ countries.
- Deploy database architecture remediations to enable seamless SaaS migrations.
- Write and test SQL queries to proactively identify and resolve bugs, preventing database corruption.
- Troubleshoot APIs to trace stack errors, and reduce application downtime to assist other teams.
- Analyze financial data using SQL to identify, troubleshoot, and reconcile errors that mitigate accounting risks.
- Proactively partner with each client to understand their requirements, resolve program errors, database corruption, and cloud deployment issues, and schedule reports to provide insights into key metrics.

IT Technician, Ohio Business Machines (OBM) **2021 - 2022**

Service Technician, OBM **2019 - 2021**

- Served as tier 2 support for 250+ client users and for 70+ internal users of critical internal business systems, including endpoint detection and response, Sophos XGS firewall, O365/Azure Tenant, and CRM.
- Oversaw service coordination with dispatch, field personnel, management, sales personnel, and customers to meet ever-changing client requirements, decrease resolution times, and streamline overall service delivery.
- On-site software and hardware deployment, configuration, technical troubleshooting, and documentation to effectively onboard clients, increase the productivity of their employees, and drive customer retention.
- Conduct research and root cause analysis to identify and quickly resolve issues spanning LAN/WAN, user administration, email account creation, and complex MFP printer issues.