

ERIC J. REYES RIVERA

IT & SYSTEMS SUPPORT // NETWORK & COMMUNICATIONS // U.S. ARMY SIGNAL VETERAN (25U)

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01 MISSION PROFILE

IT and systems professional and U.S. Army Signal Support Systems veteran (25U) with hands-on experience installing, securing, and troubleshooting networks, RF/SATCOM systems, and end-user environments in high-pressure settings. Delivered 99.9% communications uptime and tier 1–3 support for 150+ users in the Army, followed by telecommunications field work, industrial operations leadership, and a software engineering internship at Amazon. Pursuing a B.S. in Computer Science with an AI concentration, expected February 2027.

02 SERVICE RECORD

- Amazon — Software Development Engineer Intern · Seattle, WA** MAY–AUG 2025
 - Selected through the Amazon Student Veteran Internship Program; built and tested scalable services on AWS in an agile team, strengthening cloud, scripting, and automation skills applicable to systems work.
- Hubbell Incorporated — Production Lead · Oklahoma City, OK** 2023–2025
 - Promoted to lead; spearheaded daily production operations, equipment maintenance, and technical training.
 - Reduced downtime by 35% through strategic troubleshooting and workflow enhancements.
 - Implemented process optimizations resulting in a 20% production increase.
- North Sky Communications — Tower Technician · Washington State** 2022–2023
 - Installed and maintained critical telecommunications systems across multiple sites.
 - Conducted inspections and upgrades, increasing network reliability by 15%.
 - Diagnosed and resolved complex issues in high-risk environments under strict safety protocols.
- United States Army — Signal Support Systems Specialist (25U)** 2018–2022
 - Managed radio, RF, and satellite communications with 99.9% uptime across operational environments.
 - Provided IT support for 150+ users, resolving tier 1–3 hardware, software, and network issues.
 - Established network security measures that reduced cyber risk across unit systems.
 - Led technical training initiatives improving team knowledge by 40%; cut system failures with proactive maintenance.
- Abeavis — Co-Founder / Creative & Technical Partner · Remote** 2025–PRESENT
 - Build and administer production websites, DNS/domain configuration, deployment pipelines, email delivery, and bot-protection infrastructure for the studio and its clients.

03 SYSTEMS LOADOUT

NETWORKING TCP/IP, DNS, DHCP, VPN, network installation & troubleshooting	SYSTEMS Windows OS, Active Directory, IAM, endpoint security	COMMUNICATIONS RF & SATCOM systems, radio operations, field telecom
SUPPORT Tier 1–3 help desk, hardware/software support, user training	CLOUD & TOOLS AWS fundamentals (Lambda, AppConfig), Git/GitHub, scripting (Python, JavaScript)	OPERATIONS Equipment maintenance, CNC/robotic systems, lean manufacturing, safety compliance

04 EDUCATION

B.S. Computer Science — AI Concentration

Full Sail University · EXPECTED FEB 2027

A.S. Computer Science

Full Sail University · DEC 2025

05 CERTS & LANGUAGES

CompTIA Security+ (in progress)

AWS Cloud Practitioner (in progress)

English — fluent

Spanish — fluent