

Eric L. Harris

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Current Résumé

Professional Summary

Technology-focused professional with experience in software quality assurance, telecommunications, construction safety, and corrections. Recognized for remaining calm under pressure, exercising sound judgment, and solving problems in structured, safety-sensitive environments. Strong troubleshooting background with experience in technical diagnostics, documentation, public safety, customer service, and team collaboration. Comfortable working independently or as part of a team while adapting quickly to changing priorities.

Core Competencies

- Troubleshooting & Root Cause Analysis
- Software Quality Assurance
- Technical Support
- Internet & Television Installation
- Public Safety & Corrections
- 911 / Non-Emergency Dispatch Support
- Medication Administration
- Safety Compliance
- Documentation & Reporting
- Customer Service
- Team Collaboration
- HTML • JavaScript • SQL • C/C++

Professional Experience

Mercer County Sheriff's Office — Corrections Officer

Stanton, ND | October 2025 – Present

- Maintain the safety and security of inmates, staff, and the correctional facility.
- Conduct routine security checks, inmate supervision, and required documentation.
- Administer prescribed daily and nightly medications in accordance with established procedures.
- Cross-trained to assist with 911 and non-emergency dispatch operations as needed.
- Respond professionally to incidents and emergencies while remaining calm under pressure.
- Prepare accurate reports and maintain confidential records.

Midco — Field Technician

Dickinson, ND | February 2025 – October 2025

- Installed and troubleshoot residential internet and television services.
- Performed utility locating for coaxial and fiber infrastructure in response to 811 requests.
- Diagnosed service issues and delivered quality customer support.

Paradigm Enterprises Inc. — Construction Safety Officer / Laborer

Stanton, ND | April 2024 – January 2026

- Supported construction of the Leland Olds power plant substation.
- Operated skid steers, backhoes, telehandlers, rollers, and related equipment.
- Performed daily site safety inspections and promoted PPE and safety compliance.

Interact Commerce Corporation — Senior Software Quality Assurance Engineer

San Marcos, CA | June 1998 – June 2002

- Tested client/server and web-based CRM applications.
- Reproduced customer issues, documented test cases, and verified resolutions.
- Configured Windows test environments and trained new employees.
- Assisted with technical documentation and software releases.

Sycuan Casino — Transportation Lead

El Cajon, CA | September 2008 – October 2023

- Supervised transportation operations, coordinated staff, and ensured fleet readiness.

Stanley Steemer — Trainer

San Diego, CA | May 2003 – September 2008

- Trained technicians and supported dispatch operations.

Education

Coleman College — Certificate in Computer Information Science

Graduated magna cum laude • Dean's List

Cuyamaca College — Computer Information Sciences

Technical Skills

Operating Systems: Windows, macOS, Linux, UNIX