

# EASTON STRAUS

██████████ MI, ██████████ | Cell: ██████████ | EStraus@EDTSupport.com.

## Education

██████████ High School, ██████████

Graduation Date: May, 2018

██████████ Technical Education Center, ██████████

MI ██████████

Duration: 2017 - 2018

Courses taken: Marketing and Business Management.

## Skills and Experience

### Extracurricular Activities

- Worked part-time on TCF Bank IT Service Desk, 2021
- Managing a Home IT Lab for testing commonly used business functions. 2019-Present
  - Active Directory, Azure/PIM, Group Policy, Shared Network Folders, Exchange Policies and Administration, SCCM, ITSM platform, Remote Access via Bomgar/Zoho Assist, Managing EDTSupport.com website (owning other domains,) OS Installations, Phishing Simulations, MDM/Intune Support, and VPNs/VLANs
- Participated in the Mount Pleasant Area Technical Center's BPA Chapter, 2017

### Leadership/Teamwork

- Applied and selected to be the YMCA Alumni Board Secretary 2020-Present
- Raised over \$3,000 for YMCA's Giving Tuesday Campaign in Q4 of 2020.
- Qualified for State Leadership Conference for IT Troubleshooting in BPA, 2017

### Awards/Honors

- CompTIA A+ Certified, 2021
- Selected for the Customer First Award for Q1 at TCF Bank, 2021
- 2<sup>nd</sup> Place winner for the Enterprise Resource Planning Simulation at CMU, 2016
- Best committee chair for red legislation at Michigan Youth in Government, 2015

### Service

- Helped Various Non-Profit organizations for events with Isabella Bank. 2018-2020
- YMCA Michigan Youth in Government Alumni. 2018-Present

## Work History

2020-2021

Operations Specialist II – Deposit Operations, **TCF Bank**, Midland, MI  
Responsibilities include: Perform maintenance on Deposit and Customer accounts via Salesforce, Extensive Excel Usage, Verification of account assets, and providing customer service to Internal and External Customers.

2019-2020

Digital Services Rep I, **Isabella Bank**, Mount Pleasant, MI  
Responsibilities include: Monitoring D/C Fraud, balancing accounts, making changes to customers debit/credit cards, escalating cases to vendors, provided customer service over Phone/Email, Submitting Disputes to Mastercard.

2018-2019

Electronic Services Rep I, **Isabella Bank**, Mount Pleasant, MI  
Responsibilities include: Providing customer service over the phone/email, manage sending and receiving wire transfers, Managing AFT Transfers, Pulling and sending ACH Files, Provided extended support for Mobile/Online Banking, RDC, EPS Web Payments, and Corporate Cash Management.

# References

## Easton Straus

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**From:** [REDACTED]  
**Sent:** Wednesday, June 23, 2021 10:33 AM  
**To:** Easton Straus  
**Subject:** Easton Straus  
**Attachments:** Easton's Resume.docx

CAUTION: This email is from outside of the organization. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

To Whom It May Concern,

I had the pleasure of meeting Easton in the winter of 2020, after he had taken the initiative on his own to attend some of TCF Bank's IT department social video calls. He successfully networked amongst leadership, and expressed interest in gaining exposure to our environment. With the cooperation of his Supervisor in Deposit Ops, we gained him access to my team's systems, and set him up to take phone calls for us every Monday, the busiest time of the week. Easton got up to speed as quickly as any seasoned agent, both in learning our wide scope of applications to support, as well as applying a technical acumen to scenarios a technician could run into at any company. In our weekly team meetings, he consistently asked the most informed questions, in a method that drove conversation, while proving he was attentive and trying to learn as possible. We would often find Easton helping other team members with the knowledge he had accumulated. I am confident that Easton will overachieve and be a tremendous asset to wherever he lands his next opportunity – in his time with us he consistently managed to accomplish any task at hand while expanding his skillset and being ready to learn and do more.

Thank you,

[REDACTED]  
VP, IT Service Desk Manager

TCF Bank, now part of The Huntington National Bank

[REDACTED]  
[huntington.com](http://huntington.com)



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