

ERIC HOSMAN

Apt. | Lakewood, Washington 98499 | 936-671-3913 | hosman45@hotmail.com

SUMMARY IT Support Technician with 3+ years of enterprise level experience in hardware repair, OS troubleshooting, and network configuration. With a background in customer support and small teams management I am easily able to fit in and work to improve any team I join.

SKILLS

- Basic C++

EMPLOYMENT HISTORY

Repair Center Technician, Reliant Group Inc.

811 S 192nd St #100, SeaTac, WA 98148

Supervisor: Andrew Schaffer, (206)293-8061

1/20/2017 – 7/7/2020

Worked directly for Alaska Airlines as a contractor
Tested used IT related equipment for redeployment
Used ticketing system to fill orders and make requests
Repaired and ordered replacement parts for all equipment
inventory of IT equipment for entire environment
Trained co-workers in troubleshooting hardware issues for devices in the field
Coordinated projects and hardware deployments with multiple teams

Shift Manager, Pizza Hut

4505 S Medford Dr, Lufkin, TX 75901

Supervisor: Robbie Reynolds, (936)639-3939

6/1/2010 – 4/1/2014

Worked as a driver exclusively for almost 2 years with no violations on duty
Coordinated opening and closing shifts at two different store locations.
Settled complaints from customers effectively and quickly
Organized and cataloged inventory on daily basis
Ordered and received truck orders on weekly basis

ERIC HOSMAN

Apt. | Lakewood, Washington 98499 | 936-671-3913 | hosman45@hotmail.com

EDUCATION

Cisco Certified Network Associate(CCNA) Routing & Switching Certification (Expired)

Open Cloud Academy, San Antonio, TX

Configuring and troubleshooting Cisco switches and routers.

Basic setup of Cisco firewalls and VPN tunnels.

Set-up and implementation of routing protocols including EIGRP, OSPF, and multi-area OSPF.

Tutoring of fellow classmates in hands-on labs.

Associates Degree: Computer Information Systems Programming/Analysis

Angelina College, Lufkin, TX

Analyzing and development of computer programs and database systems for use in business.

Knowledge and applied use of troubleshooting techniques for a variety of computer software.

Creation of technical documentation for programs and projects.

High School Diploma

Hudson High School, Lufkin, TX

Graduated in the top ten percent of my class.

Took several Advanced Placement tests, scored extremely well in Calculus.

CONTACTS

John Kraft, (210)709-9776, Former Supervisor

Help Desk Technician II, EFinancial

Bryan Venn, (206)859-7784, Former Supervisor

IT Warehouse Manager, Reliant Group Inc.

Sadeq Shamsa, (253)414-7111, Former Co-worker

IT Remote Support Technician & Reclamations Agent, Reliant Group Inc.

Java Nevile, (253)398-4542, Former Co-worker

IT Logistics Technician, Reliant Group Inc.