

# ERIC HOSMAN

6132 88th St SW Apt. A6| Lakewood, Washington 98499 | 936-671-3913 | [hosman45@hotmail.com](mailto: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

- Advanced – Computer and peripheral hardware configuration, diagnostics, and repair
  - Desktop and laptop: specific expertise with Latitude, Optiplex, and Precision series, Dell TechDirect
  - Printer: specific expertise with HP laserjet series, travel document thermal printers (Vidtronix ATP)
  - Aviation industry hardware: specific expertise with boarding pass scanners, NCR kiosks, magnetic stripe readers, POS signature devices, OCR-reader integrated keyboards, etc.
- Advanced - Windows OS
  - Configuration, troubleshooting, imaging – Windows Vista, 7, 8.1, 10
  - Imaging using Symantec Ghost and SCCM – Windows 7 and 10
- Advanced – Leadership and logistics (small teams)
  - Coordination of resource scheduling over multiple locations
  - Inventory tracking, reporting, and maintenance
  - Training and orientation of new employees
- Advanced – Customer service and relations
  - Complaint resolution
  - Experience working with general public
- Intermediate - MS Office (0365 and older)
- Basic - PowerShell, C++, Javascript, Raspberry Pi, Visual Basic

## EMPLOYMENT HISTORY

### **Repair Center Technician, Reliant Group Inc.**

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

Supervisor: Andrew Schaffer, (206)293-8061 or (206)575-6727

1/20/2017 – 7/7/2020

Worked directly for Alaska Airlines as a contractor  
Tested used ITrelated equipment for redeployment  
Used ticketing system to fill orders and make requests  
Repaired and ordered replacement parts for all equipment  
Tracked and reported inventory of IT equipment for entire environment on weekly basis  
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

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## 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.*