# KEVIN BOSLEY

**360.454.4896 | kbosley112@gmail.com**

## SKILLS

- Adaptive learner
- Windows 7, 8, 10
- Linux
- Android / iOS
- Microsoft Office
- Able to multi-task under pressure
- Windows Server 2003, 2008, 2012
- macOS
- TCP/IP Networking
- Adobe Creative Suite

## CERTIFICATIONS

### A+ CERTIFICATION
**CompTIA**
- Use of Command Line Interface for troubleshooting and automation on Windows, Linux, and macOS.
- Installation and configuration of workstations, servers, laptops, and mobile devices.
- Application support on mobile and desktop systems.
- Repair and replacement of PC Hardware.
- Diagnosis and repair of network connectivity issues.

### GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE
**Coursera**
- Setup and use of directory services, including Active Directory.
- Network security fundamentals and network hardening procedures.
- Customer service soft-skills and best practices for IT support.

## WORK EXPERIENCE

### PRINT PRODUCTION
**Pre-Press Manager | Arctic Printing & Mailing | Mountlake Terrace, WA | 08.15 - Present**
- Supports coworkers and clients with technology issues.
- Troubleshoots, repairs, and maintains company hardware and software assets.
- Collaborates closely with other departments to ensure deadlines are met.
- Documents error prevention and color management protocols.
- Archives critical data using on-site and cloud based solutions.
- Communicates with clients via email and phone.
- Inventories paper and printing supplies.

### PRINT PRODUCTION
**Pre-Press Technician | Print Time | Seattle, WA | 12.10 - 07.15**.
- Administered a mixed network of Windows, Macintosh, and Linux Servers.
- Performed routine maintenance and repairs of printers and scanning equipment.
- Coordinated with other staff to meet production quotas.
- Answered phones, greeted walk-in clients, and corresponded with clients via email.
- Implemented data backup and recovery systems.

### GRAPHIC DESIGN - PRINT PRODUCTION
**Graphic Artist - Pre-Press Specialist | Minuteman Press | Seattle, WA | 03.06 - 11.09**
- Provided prompt customer service to clients in person, over the phone, and by e-mail.
- Maintained email and web hosting systems.
- Briefed company management on production time-lines.
- Interfaced with outside vendors to maintain timely delivery of product.