Lightyears12@outlook.com  
425-931-5147

9826 35th Ave SE, Everett, WA 98208

www.linkedin.com/in/eugene-schumaker-87598650

Eugene Schumaker

|  |  |
| --- | --- |
| Skills & Abilities | * 20 Years in Computer Support & Consulting * 20 years of Retail POS and Lead Service Engineer * 15 years of Sales and Marketing * 10 years of Mobile Device and End User Support * 20 years of Repair IT Technology * 5 Years for PCI Compliance for Data Security Standard * 20 years of Printers Repair HP, Compaq, Hitachi, Lexmark, Epson, Xerox, Canon, Ricoh, Dell, IBM, and NCR Certified * 3 years Active Directory management * 3 years’ experience with PowerShell * 10 years of Networking and troubleshooting experience.   **Computer Platforms**  5 years - Embedded XP/ Win 7 32 bit/Win 7 64bit /Win8/Win 10 32 and 64 bit, IBM LPAR, Oracle LDOM, QEMU,  15 years - Windows XP/2000/Win7 Win 7 32 bit/Win 7 64bit /Win8.1 /Win 10 32 and 64-bit OS Software  5 years - VMware ESX, Joynt Smart OS, Citrix Xen-Server, Hyper-V, RedHat, Linux  **Computer Hardware**  15 years - IBM POS, Blade Servers and SAN, Lenovo, Dell, and HP PCs and Servers, HP SAN, Fujitsu PCs, United Technology PCs, NCR POS  **Mobile Hardware**  10 years - Apple Mac book/Mac Pro/ iPad/ iPod, Microsoft Surface/Phone, Android 5-7 years of Google apps and Software Tablets/Phones, Square Devices Payment Devices |
| Professional Experience | |  |  | | --- | --- | | **FIELD SERVICE ENGINEER LEAD**  **VIRTUAL ENTERPRISE, ALLIED TECHNICAL, HTX SYSTEMS, CLIENT - UNION BANK**  09/2018 -05/2021  Account management for the pacific northwest territory providing deskside, branch, and virtual IT technical support for union bank. Printers, scanners, networking, service system repair and construction, troubleshooting, technical support, and maintaining servers. Manage account relationship. Account asset management, servicing hp servers, MS surface tablets, laptop, desktops with all MS office 2010 and client software for windows 7 and 10. | | | **IT DESKTOP SUPPORT CONFIGURATION ENGINEER LEVEL 2**  **CYNET SYSTEMS FOR DXC TECHNICAL, CLIENT -AT&T**  05/2019 -08/2019  Desktop IT Supporting, managing new deployment for hp, dell laptops and desktops, mac book pros, and Microsoft surface from and to windows 7,8, and 10. AT&T software images and configuration upgrades. Supported ios, droid phone updates and software configuration. | | | **IT CONFIGURATION TECHNICAL ENGINEER LEVEL 2**  **TEREX-LTI- TEEMA, CLIENT – TEREX Manufacturing**  01/2018-03/2018  Deskside Support configuration engineer supporting managing new deployment for dell laptops, mac book pros, and Microsoft surface windows 7,8,10. Ge images and configuration upgrades. | | | **IT CONFIGURATION TECHNICAL ENGINEER LEVEL 2,**  **COMPUCOM SYSTEMS-NET-VIEW, CLIENT -GE POWER**  01/2017-10/2017  Help Deskside Support configuration, supporting, managing new deployment for dell laptops, mac book pros, and Microsoft surface windows 7,8,10. Ge images and configuration upgrades. | | | **IT FIELD SERVICE ENGINEER**  **SOLAI & CAMERON TECHNOLOGIES, CLIENT – FUJITSU AMERICA**  11/2015 — 4/2016  Performed point of sale service calls, installation, de-installation for retail (Ex. Kroger, Fred Meyer, QFC, TJ Max, Marshal Fields, Victoria Secret, Ross). Break/fix service calls for self-service, pos, server, desktop systems that were business/ mission critical. Participated in team standby rotation for team schedule. |  | | **FIELD SYSTEMS ENGINEER LEAD**  **COMPUCOM SYSTEMS**  1/2000 — 11/2015  Responsible for 5-10 field system engineers on the Lowes account. Expense and inventory control, corporate contract relationships. Managed and trained fresh staff on appropriate accounts and service applications.  Printers, scanners, networking, service system repair and construction, troubleshooting, technical support, and maintaining servers within 20 contracted WA State accounts in retail POS (Ex. Home Depot, Target, Arco, Kohl’s, Office Max, Shell Refinery), Banking (Ex. Key Bank, Citibank, One Main Financial, US Bank, Wachovia) Us Government (SSA), Insurance (Ex. Allstate, State Farm)  **OWNER- CEO**  **LIGHTYEARS CONSULTING**  1/2000 — Present  Small business and residential consulting. Smart home installation, computer and smart phone upgrades, software support, network server installation. |  | |  | | | |
| Education | **1999-2000**- American College of Professional Education  AA Degree in Information Technology, Seattle, WA  **2000** – CompTIA- A+ Certification |
|  | References Available Upon Request |