**Gary Callahan**

6130 SW Shannon Court

Beaverton, Oregon 97008-4667

503-646-5107 (home) ~ 714-222-2688 (cell)

[GCallahan@prodigy.net](mailto:GCallahan@prodigy.net)

**Employment History**:

PFITECH; Portland, Oregon June 2020 to Present

**Printer Support Team**

* Providing on-site printer support, including installation and repair, for a large fleet of Xerox printer/copiers, and Hewlett Packard DesignJet printer/plotters, for Xerox at the Boeing Portland campus.

CompuCom Systems; Portland, Oregon September 2019 to June 2020

**Desktop Support Team**

* Provided desktop, laptop, and tablet system support and service, as well as system installations, for U. S. Bank the Columbia Center in NE Portland, Oregon. Also providing printer/copier support and service in the field at Portland Metro area bank branches.

Ricoh USA, Inc.; Portland, Oregon October 2018 to September 2019

**On-Site Printer Support Representative**

* Provided on-site printer support, including installation and repair, for a large fleet of printer/copiers from Ricoh and Hewlett Packard at Providence St. Vincent’s Hospital.

Tesla Corporation; Metro Area of Portland, Oregon March 2018 to June 2018

**Field Energy Specialist**

* Sales: Explained the advantages and benefits of a Solar Energy System to homeowners. Set appointments to have an Energy Advisor come visit the homeowner’s residence to decide on the viability of a Solar Energy System for the home.

Intel, Corporation; Aloha, Oregon July 2014 to October 2017

**Manufacturing Operator**

* Within Fab computer chip manufacturing, in the “Wet Etch” environment. Monitored operations of manufacturing equipment, to maintain proper production flow, and a high degree equipment up time. Completed level 1 requalification of equipment, following scheduled or unscheduled down time.

Perceptive Pixel by Microsoft (Volt Workforce Solutions); Wilsonville, Oregon

**Assembler/General Labor** April 2014 to July 2014

* Setting up of new building for manufacturing of high tech “Multi-Touch” digital displays. Including set up of Clean Room production equipment, network and intranet server systems, and building wide network cabling, along with general office environment set up.

Intel, Corporation (Volt Workforce Solutions); Aloha, Oregon May 2013 to September 2013

**Manufacturing Technician**

* Performed “Die Prep” operations. Using laser assisted cutting tools to separate and sort individual microprocessor chips (die) from the silicon wafer, and packaged in ESD safe packaging, for shipment to the customer. Proficient is the operation of the Datacon DS9000i wafer to tape die sorting equipment. Proficient in the operation of the Lintec RAD2010f/12 UV Irradiator equipment.

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**Employment History** continued:

Oracle Corporation (Volt Workforce Solutions); Hillsboro, OR January 2012 to January 2013

**Server Assembler**

* Following a “Bill of Materials” (BOM) and a standard “Build Document” for each separate product; built and assembled a variety of large computer server systems for a wide variety of international customers.

Intel, Corporation (Volt Technical Services); Hillsboro, Oregon October 2009 to May 2010

**Manufacturing Technician**

* Performed production line manufacturing of Chipsets to support Intel’s computer microprocessor line.
* Proficient at operations of: SCP Global Technologies Automated Wet Bench (AWB) and Automated Wet Station (AWS), as well as GaSonics International: Aura 2000 - LL; Plasma Etch tools.

American Printer Service; Portland, Oregon May 2005 to February 2008

**Printer Technician**

* Installed, repaired and serviced customer’s laser and dot-matrix printers at customer sites all around NW Oregon and SW Washington.
* Including HP, Lexmark, and other laser printers; plus various impact printers.

Bedliners Unlimited; Brea, California November 2003 to July 2004

**Proprietor**

* Opened and operated retail business installing sprayed on bed liners for pickup trucks
* Created and managed marketing campaign
* Worked directly with customers to fulfill the pickup truck accessory needs

Kinko’s (now FedEx Office); Brea, California November 2000 to November 2002

**Assistant Manager**

* Managed second shift store operations and employees
* Created weekly schedule for 24-hour operation of entire store
* Resolved customer service issues when necessary
* Assisted in the completion of customer projects
* Able to fill in at any position in the store when required

**Computer System and Customer Service/Support Professional**

February 1980 to November 1999

Over twenty years providing excellent customer support and service on a wide variety of computer systems and platforms, including many different peripherals. Duties included the following:

* Desktop PC Break/Fix and network support
* Performance of preventive and corrective maintenance on computer systems
* On-site customer service and support
* Maintaining of on-site spare parts inventory and coordinated off-site repairs
* Installation and set up of large complex minicomputer systems
* Field service, support, and maintenance for large complex minicomputer systems

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**Professional and Personal References**

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