

Gary Hobson
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[Gary Hobson - Help Desk Technician LinkedIn](#)

OBJECTIVE

To obtain a career in the field of cybersecurity

COMPUTER SKILLS

Languages

- Proficient in: Python
- Familiar in: C#, C language, java, html, CSS

Software

- Database: Microsoft SQL / SQL server, Microsoft Excel
- Microsoft Windows (all versions)
- Word Processing: Microsoft Word

Hardware

- Familiar with internal and external computer components
 - Able to repair computer components and troubleshoot issues as they arise
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EXPERIENCE

Electronics Associate

Walmart (2003-2007)

- Primary responsibilities include answering customer questions regarding various electronic devices and ensure the customer receives the best technology to fit their needs.
- Maintained the cash register and ensured a quick and efficient checkout experience.
- Maintained a clean and safe work environment.
- Learned about new and upcoming technology to stay ahead of the current trends and to become more knowledgeable in the newest technology to be able to answer customer questions.

Manager

Chick-Fil-A (2007-2022)

- Responsible for maintaining all electronic devices and calling IT when issues arise after troubleshooting the issues in the store.
- Responsible for sending broken electronics that cannot be repaired after troubleshooting back to IT department and receiving new equipment and replacing and installing the new equipment in the restaurant
- Responsible for counting registers and closing cashiers and inputting the information in the back-office software ready for the start of the next shift
- Managed employees and shift operations of a multi-million-dollar restaurant
- Responsible for coaching employees if needed
- Maintain a clean and safe work environment for customers as well as employees

- Ensure customers have a quick and efficient ordering experience and food is delivered in a timely manner

Service Desk Agent

Stefanini IT Solutions

- Responsible for maintaining a complete at home workstation to ensure all is needed to maintain a ready status to accept incoming phone calls, email, and chats.
- Responsible for documenting all calls, email, and chats and making sure every type of incoming transmission has a ticket documented
- Responsible for creating excellent customer service by providing the best technical assistance and coming to a resolution by using the problem-solving techniques and resources that are provided
- Audited monthly by having management listen in on calls and provide feedback

EDUCATION

Conroe High School (2003)

Conroe, Texas

- High School Diploma

Lone Star College System (2022)

Woodlands, Texas

- AAS Computer Programming (Anticipated graduation date 2022)

Certifications

- Computer Programming Specialist I
- Computer Programming Specialist II