**Gary Hobson**

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# Objective

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| 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

# Experience

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| 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.

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| Manager |  |

Chick-Fil-A (2007-2022)

* Responsible for maintaining all electronic devices and calling IT when issues arise after troubleshooting th e 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

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| 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 |  |
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