

Keith
Kosman

Technology Analyst

Keith Francis Kosman Jr.

Fleming Island, FL

904.707.8686

keithkosman@gmail.com

Skills

- Windows OS
 - SQL queries
 - Network Support
 - Microsoft Office professional
 - Backup/Restore Data
 - Active Directory Management
 - ServiceNow experience with ITIL methodology
 - Knowledge of PC remote access functions and usage
 - Format Drives and appropriately configure PCs.
 - Install/Upgrade OS

Experience

Waste Management

Tech Support Analyst III

2022 to current

At WM I provide analysis, problem-solving, technical assistance and support coordination to staff for computer hardware, software, networking, and applications systems. It is also my duty to interact with, and coordinate work assignments between, ITS teams and assigned departments.

Coach Inc. / Tapestry

Information Systems Technician

2020 to 2022

At Coach I provided support for Windows PCs, bluetooth devices, RF devices, Zebra barcode and HP printers, proprietary and commercial software applications, user administration and local hands support for remote infrastructure teams. I also assisted with basic system operations including server monitoring, active directory management, drive storage and backup tape management and more.

Step Up For Students / Customer Resolution Specialist

2017 to 2018

SUFS is a non-profit organization that uses Florida Tax Credits to award income-based scholarships allowing underprivileged children to attend private school K-12. My job was to process these income-based applications by analyzing sensitive documents such as Divorce Decrees, Tax Returns, Adoption Certificates, Pensions, etc.

**TeleNetwork Verizon FiOS / Level 2 Tech Support Supervisor
2015 to 2017**

At TeleNetwork (now called onesupport), I worked as Level 2 Supervisor for two years. I supervised a team of 35-40 tech support agents. We provided front end support for Frontier DSL and Verizon FiOS customers (Video, Data, and VOIP). During tenure, I was promoted from Mentee to Level 1 Tech Support, to Level 2 Tech Support followed by Level 2 Tech Support Supervisor in 6 months.

**Saxapahaw Writer's Group, LLC /
Quality Control, & Junior Medical Writer
2010 to 2015**

At SWG, my studies in anatomy, chemistry, and medical terminology afforded me the opportunity to quickly prove myself from entry level to a team member who could wear many hats. Responsibilities included: Quality control of peer written patient summary safety narratives against raw data from spreadsheets, patient profiles, and database combing; graduated to writing sections of serious adverse event reports; received several bonuses for maintaining a <1% error percentage rate; and received two special recognition awards for finding errors of PhD writers and identifying a clinical trial investigator for possible fraud.

Education

University of North Florida

At UNF, I earned credits in Statistics, Data Systems, Abstract Math, Java programming, Microsoft Office and other general studies.

St Johns River State College

At SJRS, I earned credits in Accounting, Mathematics through Calculus III, Personal Finance, Anatomy, and Chemistry.

Certifications**Global Business Ethics Training (2021)**