**David K. Hopkins**

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Objective: To work in an IT or Desktop Support position where I can best use my abilities as customer service agent, and to support end-users of PC's, peripherals, and software using my experience as a builder, installer, troubleshooter, and tester.

*Work History (Contracted and Permanent Technical and Support Positions):*

**SAIT Services, Inc.,** Wilsonville, OR, 6/2012 to 2/2013, Field Service Technician (IT/Desktop Support)

Assigned to IT Department at Rockwell-Collins, Inc. Supported over 500 users, including permanent staff, contract employees, and foreign nationals, with daily PC break/fix issues in a large enterprise setting. Set up new users, upgraded and built custom systems for test labs to company specifications, resolved TCP/IP network connectivity issues, printer issues, virus detection and removal, and assisted with a company-wide roll out of Windows 7. Set up Blackberry phones. Assisted end-users with software issues, including Microsoft Office, Internet Explorer, and Lotus Notes. Tracked equipment orders and maintained inventory. Managed back-up tape library. Maintained exceptional level of customer service, met or exceeded SLA requirements for service requests.

Tools used: Microsoft Office, Remote Desktop, Lotus Notes, Active Directory, Microsoft Communicator, Microsoft diagnostic and command-line tools, Internet Explorer, Remedy CRM, using Windows 7.

# **Stream International,** Beaverton, OR, 6/2010 to 4/2012: Technical Support Professional

Performed troubleshooting for customers via phone, chat, and email with issues relating to Xbox game consoles, Zune media players, and Windows Phone 7, as well as resolving errors with embedded software and Windows-based interfaces for those devices (XP, Windows 7). Resolved issues with network connectivity of devices, Digital Rights Management, user account security issues, and billing accounts for Xbox Live and Zune subscription services, with strict adherence to PCI/DSS and Personal Identity Information standards when handling credit-card related inquiries. Reported suspicious Social Engineering behavior. Maintained highest levels of both call volume and Customer Satisfaction, based on customer surveys.

Tools used: Microsoft Office, Internet Explorer, Zune 4.8, Customer Care Framework (CRM), Customer Assistance Portal (Billing Accounts), on Windows 7.

**Technology Service Solutions (IBM),** Portland, OR, 1995 to 1997: Field Service Technician

Performed break/fix and replacement of legacy IBM terminals, and IBM PC's and CRT displays. Assisted with upgrades from legacy IBM server/terminal systems (mainly AS400 and OS/390) to IBM OS/2 and Windows-based PC systems. Maintained precise records of parts and tools ordered, received, or disposed of. Exhibited exceptional level of customer service; met or exceeded SLA requirements for service requests.

Tools used: Proprietary internal IBM systems for accepting and documenting customer service requests.

# Hopkins, David Resume, Page 2

# *Volunteer Technical Position:*

# **Free Geek,** Portland, OR, 11/2009 to 6/2010: System Evaluation, System Build, QC

Reconditioned publicly donated computer systems for resale, in not-for-profit environment, according to internal specifications. Tested completed units for both system flaws and adherence to specifications. Performed post-purchase repairs and upgrades. Performed in-person and telephone technical support for purchased systems. Assisted buyers with basic Linux OS usage.

Tools Used: Ubuntu Linux and Linux-based application software, internal diagnostic shell-scripts.

# *High Technology End-User Positions:*

**Cascade Systems Technology,** Hillsboro, OR, 6/2002 to 12/2002: Documentation Specialist

Data Specialist for electronics manufacturer. Initially hired to organize and implement documentation procedures for BOM updates, ECO's, and manufacturing design testing. Researched and updated project document binders with revised data and CAD drawings. Assisted with company-wide upgrade from Windows 2000 to XP. Also designed and revised basic circuit boards when required.

Tools Used: Orcad, Microsoft Office (Windows 2000, XP)

**Plexus Corporation,** Hillsboro, OR, 1997 to 2002: Printed Circuit Board Designer

Designed Printed Circuit Boards (PCB's) and for test rigs and consumer products. Created and edited complex schematics. Created and revised BOM's, ECO's and PCB designs in a high pressure environment. (This company was also known as Praegitzer Design and E2E Services during this time.)

Tools Used: Cadence/Allegro PCB CAD, Concept Schematic(SunOS UNIX, Windows NT 4.0, 2000)

**Education and Certification:**

Associate of Applied Science, Electronics Engineering Technology

ITT Technical Institute, Portland, OR, March 1997

CompTIA A+ Certification, 2011

Certified Electronic Technician, (ISCET) 1997

National Career Readiness Certificate 2012 (Gold)

**References:**

Brent Parsons, West Coast Supervisor, SAIT Services, 408-230-4226

Ben Choate, Operations Manager, SAIT Services, 319-651-2007

Duc Duong, Team Manager, Stream International, 503-481-6751

Scott Davis, Western Region Operations Manager, Plexus Corporation 503-531-2050

Steve Batti, President, Cascade Systems Technology 503-640-5733

Hopkins, David Resume, Page 3

# *Additional Work Experience:*

# **Oregon Hot Spring Spas,** Beaverton, OR, 4/2006 to 10/2009: Field Maintenance Tech

Permanent field service position performing routine scheduled maintenance of hot tubs for customers with maintenance contracts. Recommended and sold accessories and chemicals. Trained new customers in care and use of hot tub, cover systems, and cover lifters. Assisted in warehouse operations when required. Maintained daily inventory of parts, accessories, and supplies.

# **Oregon State Hospital,** Salem, OR, 6/2004 to 3/2006: Mental Health Therapy Technician

Provided direct counseling with mentally ill patients charged with misdemeanors and felonies. Trained as Certified Nursing Assistant (Oregon State Board of Nursing). Also received training in CPR and intense safety training with regards to avoidance of workplace accidents, and conflict avoidance and resolution.