

# Rick Hoskins

---

(513)702-2193 | cpo440@gmail.com | Jonesborough, TN

## Summary

---

A dedicated and detail-oriented professional with a Bachelor of Science in Computer Science and CompTIA A+ certification. Seeking a role in IT support where I can leverage my technical knowledge and hands-on experience to provide exceptional support and solutions. Proficient in troubleshooting hardware and software issues, network configurations, and system maintenance. Strong understanding of operating systems, security best practices, and customer service principles, with a commitment to delivering efficient and effective technical support.

## Education

---

**Herzing University | Madison, WI**  
**Software Engineering | 08/2013**  
Graduated Magna Cum Laude

## Certificates

---

CompTIA A+ Certified, 08/2024

## Skills

---

Customer service, IT Support, Troubleshooting, Computer Hardware, Software Troubleshooting, Computer literacy, Communication skills

## Experience

---

**City of Cincinnati | Cincinnati, OH**  
**Law Enforcement Officer | 01/1998 - 01/2020**

As a Police Officer, maintained an unwavering commitment to public safety and the enforcement of laws. Skillfully patrolled assigned areas, responding promptly to emergencies and calls for assistance. Conducted thorough investigations of crimes, gathered evidence, and apprehended suspects, ensuring the integrity of the legal process. Demonstrated exceptional judgment and decision-making in high-pressure situations, prioritizing protecting life and property.

Provided leadership and support to the community, fostering strong relationships with residents and organizations. Delivered clear and concise communication, both in writing and verbally, in preparing reports, testimonies, and community outreach initiatives. Upheld the highest standards of professionalism, integrity, and accountability, consistently exceeding the expectations of the department and the public.