

Amos Hobson

Austin, Texas Metropolitan Area

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Summary

- I am seeking a entry level position that is dedicated to IT field .
- I am a motivated individual who loves nothing more than helping people and working on computers.
- I am team player who can handle deadline assignments and multiple projects.
- My end goal is to be a diverse member of the IT field hardware and software compatible.
- Seasoned Beginner Support Engineer well-versed in supporting users and troubleshooting problems.
- Bringing remarkable understanding of all operations and resilient nature focused on finding root causes and making permanent improvements.

Experience



IT Logistics Repair Specialist

Texas Department of Family and Protective Services

Jun 2022 - Present (3 months +)

Assist with hardware rollout to store locations (this includes interacting with store personnel and onsite technicians)

Perform remote troubleshooting of store POS equipment including PC's, monitors, Lexmark printers, barcode printers, HP printers, receipt printers and barcode scanners

Using a computerized system, perform remote configurations, and equipment setup

Interact with shop support personnel and shop personnel as needed to provide assistance with troubleshooting hardware problems

Research and resolve hardware problems, logging customer calls with updates, status, and completion information in ticketing system

Configure and troubleshoot networking equipment for stores

Assistance with hardware configuration and shipping as needed



Business Owner/Founder

Barbara Peachtree Liberation

Aug 2021 - Present (1 year 1 month +)



Business Owner/ Founder

OHR Technologies

Feb 2021 - Present (1 year 7 months +)

-Business Owners operate their own companies and handle responsibilities such as creating business plans, arranging financing, hiring staff, reviewing sales, developing marketing strategies, overseeing daily activities, and identifying business opportunities.

-is responsible for the management, strategy and execution of IT infrastructure for an organization.

-job duties include: Overseeing technical projects in alignment with organizational goals.

-Directing the effective delivery of networks, development, and disaster recovery systems and processes.

● **Business Owner/Founder**

Black Diamond Authority Inc.

May 2020 - Present (2 years 4 months +)

-This Business Is A General Service Company That Market And Promote Local Talent World-wide.

-Building A Team Of Talented Individualist With The Common Goal Of Changing Their Industry.

-Developed clear mission, vision and culture for company as foundation for growth, branding and development of employee culture.

-Maintained up-to-date knowledge of all statutory requirements and regulations.

-Negotiated key initial contracts and established plans to formalize structure and support growth.

-Planned key business operational mandates and policies, starting with defining customer demographic and target market.

-Promoted company public profile by delivering speeches, writing articles and presenting at industry conferences as public face of organization.

-Enabled organization to scale through rapid growth by identifying and eliminating bottlenecks, risks and other constraints.

-Oversaw strategic business decision-making to develop, enhance and enforce business mission.

-Directed and oversaw capital improvement projects.

-Monitored business trend forecasts and adjusted budgets and operational plans to maximize growth and opportunities.

Event Planner

Resilient Bastrop County Partners

Dec 2021 - Mar 2022 (4 months)

MISSION: The Resilient Bastrop County Initiative builds bridges of connection to resources and support while standing together to promote health, well-being, and systems change in our community for all generations to thrive. The Resilient Bastrop County Initiative is a county-wide initiative funded through The Hogg Foundation for Mental Health.

PPD Desktop Support Technician

PPD

Nov 2021 - Mar 2022 (5 months)

Manages a small team within a given information technology discipline such as Systems Development, Network Communications, Business Systems Analysis, etc.

Experience working in a laboratory environment.
Experience with SAS, Oracle, R Studio, Power BI and Anaconda.
Delivers technology solutions in a collaborative cross-functional environment.
Responsible for supervisory duties necessary to develop staff and deploy technical solutions meeting the needs of the business.
Demonstrated leadership skills
Client focused approach with strong interpersonal skills.
Must be able to multi task and pay close attention to detail
Excellent people management skills.
Position will be responsible for a team of application administrators, developers and other staff that supports the Vaccine Laboratories.
Position will be responsible for working with the Vaccine Project Manager to ensure that projects are staffed appropriately and that all technical project issues are resolved in an efficient and timely manner.
Position will report progress on all initiatives to various groups in the laboratory and Information Technology.
Worked with Cherwell ticketing system
Experience with Microsoft Azure
Cyberark protocols for assisting the team on daily duties
Attended a course on learning Microsoft Intune.



Business Owner/Founder

Next Level Martial Arts Academy

Sep 2019 - Feb 2022 (2 years 6 months)

-Mobile Martial Art Academy That Meets with clients and customers to do group or one on one training.

-The company supply many fighting styles to offer for the customers to participate in.

-The goal is to make Martial Arts availability for fitness, self defense and competition in every neighborhood .

-Drove efforts to gain working capital and angel funding to start and grow business.

-Developed organizational vision, mission and foundational structure to facilitate early growth.

-Led startup and opening of Mobile business and provided business development, creation of operational procedures and workflow planning.

-Cultivated and maintained strong industry relationships and customer partnerships to capitalize on opportunities and maximize business success.

-Enabled organization to scale through rapid growth by identifying and eliminating bottlenecks, risks and other constraints.

-Promoted company public profile by delivering speeches, writing articles and presenting at industry conferences as public face of organization.

-Maintained up-to-date knowledge of all statutory requirements and regulations.

-Collaborated with company partners to develop and actualize strategic plans to advance company's mission and objectives and promote revenue, profitability and growth.

-Developed clear mission, vision and culture for company as foundation for growth, branding and development of employee culture.



Advanced Depot Bench Technician

Technology Integration Group

Jun 2021 - Oct 2021 (5 months)

Duties/Responsibilities:

Accurately diagnose device faults and make all necessary hardware repairs to Chromebook/laptop/desktop in order to restore the device to full working conditions for our customers. The candidate will need to be able to follow verbal and written instructions, accurately record actions taken during the repair, and close tickets once complete. Knowledge of circuit boards, processors, chips, electronic testing equipment, and computer hardware and software including applications and programming. Label and cleaning of computers as needed. Ability to maintain a clean workstation. Must have a general knowledge of principles and processes for providing excellent customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Perform other duties as assigned, but not limited to device repair, onsite computer deployments, pickup and delivery of devices at customer locations, computer imaging or enrollment, laptop cart wiring, and inventory control.

Troubleshoot, repair, order parts, annotate troubleshooting steps and repairs, complete certifications, utilize tools, known good components, and complete quality assurance of Dell and Lenovo computer systems under warranty status for the school districts of Round Rock and Austin, Texas. Installation, imaging, and removal of computer systems from the local school districts. Deployments, inventory, and communication with schools in the Round Rock and Austin area. Managing and assisting with movement and delivery of up to \$50,000.00 USD worth of computer devices.

Skills:

Recent (within the last 12 months) hands-on break/fix experience with laptops and/or Chromebooks.

Troubleshoot a variety of computer issues.

Excellent time management skills.

Accurately and legibly fill out repair tickets.

Must be able to prioritize multiple tasks.

Ability to pass a background check.

A clean driving record is a must.

Event Chair

Heritage Square Farmers Market

Apr 2021 - Aug 2021 (5 months)

Responsibilities

Event planning, design and production while managing all project delivery elements within time limits

Liaise with clients to identify their needs and to ensure customer satisfaction

Conduct market research, gather information and negotiate contracts prior to closing any deals

Provide feedback and periodic reports to stakeholders

Propose ideas to improve provided services and event quality

Organize facilities and manage all event's details such as decor, catering, entertainment, transportation, location, invitee list, special guests, equipment, promotional material etc

Ensure compliance with insurance, legal, health and safety obligations

Specify staff requirements and coordinate their activities

Cooperate with marketing and PR to promote and publicize event
Proactively handle any arising issues and troubleshoot any emerging problems on the event day
Conduct pre- and post – event evaluations and report on outcomes
Research market, identify event opportunities and generate interest

Requirements

Proven experience as an Events Planner or Organizer
Impressive portfolio of previously managed events (weddings, meetings, parties, corporate events)
Excellent time management and communication skills
Sales skills and ability to build productive business relationships
Ability to manage multiple projects independently
MS Office proficiency
Willing to submit references from previous clients
BS in Event Management or related field



Supervisor

CVS Pharmacy

Feb 2020 - Feb 2021 (1 year 1 month)

-A CVS shift supervisor is responsible for managing employee shifts and creating a work schedule each week.

-In addition, the shift supervisor must supervise on-duty employees and establish priorities within the store, such as assigning employees to work registers, stock shelves or clean the aisles.

-Conveyed subject matter expertise on inventory levels and processes to internal and external customers to meet diverse requirements and smooth processes.

-Rotated goods in inventory by following “first in, first out” approach to keep shelves organized and well-stocked.

-Monitored work areas for cleanliness and functionality and removed obstacles to promote safe work environment.

-Carried out duties within fast-paced retail environment, providing organized stocking methods and plans.

-Organized storage of articles in bins, floor, shelves and assigned areas according to product categories.

-Received orders via phone, mail, fax and internet daily.

-Demonstrated great teamwork skills with staff members involved in production and transport.

-Reordered stock to replenish inventory without interruption to production

-Received deliveries, scanned packages and updated orders in internal database to enable efficient order processing and fulfillment.



Information Technology Technician

Kforce Inc

Jul 2020 - Sep 2020 (3 months)

-Coordinates with help desk staff on site and remote in support of the end user hardware and software issues.

-Work in other buildings within the area to support end users with hardware/software/connectivity issues.

-Updates and installs hard drive images on personal computers and laptops as required.

Working knowledge of relevant operating systems, software and programming

-Excellent problem-solving and critical thinking skills

-Keen attention to detail

-Good organization, time management and prioritization

-Efficient troubleshooting abilities

-Effective communication skills, including speaking, writing and active listening

-Great customer service and interpersonal skills



Digital Imaging Specialist

Goodwill TalentBridge

Feb 2020 - May 2020 (4 months)

-The responsibilities of a digital imaging specialist involve creating digital renderings of film, video, photographs, or graphic design images.

- As a digital imaging specialist, your duties may include operating equipment to capture images or video, or running programs to scan and upload images to a computer.

-Collaborated with technical staff, engineering personnel and vendors to coordinate system improvements.

-Provided excellent service and attention to customers when face-to-face or through phone conversations.

-Earned reputation for good attendance and hard work.

-Recognized by management for providing exceptional customer service.

-Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

-Supported special projects upon request from the department manager.

- Managed technicians while leading and delegating job assignments, tracking project statuses and resolving issues to maximize productivity.
- Supported new phone system installs, providing training and configuration and accomplishing 100% end-user training.
- Provided key information to customers, educating on equipment, products and services.
- Built client rapport while accurately processing repair documentation and troubleshooting technical discrepancies through completion.



L1 Support Specialist

Infogain

Mar 2019 - Oct 2019 (8 months)

- is responsible for providing high-quality technical support for the oracle platform to customers, developers and prospects across the World through e-mail, phone interactions, desktop sharing with customers and by using incident tracking system.
- In general the role of L1 engineer has to monitor the server health, restarting servers in case required.
- L1 is first line support : Engineer, who directly interact with customer to solve their problem.
- Diverse in remote with the programs Citrix Receiver, Leslies Pools RDP, and Kaseya.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Configured new employee work stations, including all hardware, software and peripheral devices.
- Installed and configured printers and scanners, resetting default device passwords to prevent cyber attacks.
- Disassembled computer systems to troubleshoot and resolve hardware issues.
- Assisted in technical support process refinement to improve customer service and support.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Removed malware and viruses from laptops and desktop systems using specialized software.

-Advised customers and users regarding required maintenance practices of diverse software systems for OEM warranty requirements and industry best practices.

-Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.



Material Handler

Applied Materials Technologies Inc. (AMTI)

Feb 2018 - Sep 2018 (8 months)

-Kitting, warehouse, logistics, stockroom, picking/packaging, shipping/receiving, (preparing and completing orders for delivery), inventory, merchandising, labeling, load and unload trucks of parts and equipment, assembling large and small parts for equipment.

-Organized warehouse inventory according to warehouse plan.

-Tracked movements with hand-held scanners and daily production sheets to keep records accurate.

-Cleaned and removed debris from shipping and receiving sections to prevent accidents and keep areas clear.

-Received and assembled new equipment according to manufacturer instructions.

-Responded to job-related inquiries from supervisor quickly and professionally and provided updates on anticipated task completion times.

-Communicated with 100 customers daily to convey information regarding shipping times, insurance and delivery costs.

-Organized efficient daily work plans based on oral instructions and written directions to meet challenging objectives.

-Monitored and mentored warehouse staff to promote top-level productivity and shipment accuracy.



Store Supervisor

Bealls

Nov 2015 - Nov 2017 (2 years 1 month)

-Cashier/ Sale Associate/ Freight Associate- Customer service-greet, assist and answer questions for customers.

-Supervise/train other employees, Sales, handling all returns/exchange according to company policies/procedures.

-Open & close store, Open new accounts, Process In-coming freight including hanging, folding, sensor-tagging, etc. Inventory/stock control.

-Lift and carry 50lbs and higher.

- Maintained accurate order and shipment forms and inventory documentation to facilitate timely material flow.
- Managed vendor relationships to support supply chain and maintain product quality.
- Conveyed subject matter expertise on inventory levels and processes to internal and external customers to meet diverse requirements and smooth processes.
- Prepared inventory for shipment by attaching tags and labels and executing shipment documents to facilitate delivery to proper customers.
- Examined packages and goods for damage and notified vendors of specific issues requiring replacement.
- Assisted coworkers with special projects to learn new tasks while gaining additional responsibilities.
- Communicated effectively with members of public in often crowded and noisy environments.



Project Manager

Austin Community College

Aug 2013 - May 2015 (1 year 10 months)

- Communicate with students and staff; answer general questions. Routine office support: maintain and organize files and data entry.
- Sort incoming mail and mail out correspondence.
- Participate in outreach activities, assist during peak registration times, participate in survey students to improve student success and promote campus; assist in developing student experience and provide peer-to-peer guidance.
- Initiate and build relationships with campus departments and offices. recruit and work with student on various projects.
- Provide leadership opportunities and work with Student Life Staff for leadership training.
- Travel to ACC campuses for meetings, errands and other duties as needed.
- Collaborate with Student Life staff with budgeting, establishing work schedules and maintaining event calendar.
- Met project benchmarks while reducing costs through introduction of enhanced implementation strategies.
- Applied extensive expertise in System Development Lifecycle (SDLC) methodologies and Agile project management techniques to manage multiple project teams.
- Outlined work plans, assessed resources and determined timelines for projects.

- Made changes to project scope and cost and implemented most effective change management processes to keep project up-to-date.
- Maintained close connection with project personnel to quickly identify and resolve problems.
- Completed thorough risk assessments and deployed management and response strategies to prevent roadblocks.
- Trained and coached key team members on production techniques to establish expectations and comply with quality guidelines.

Black Belt Instructor

Austin society of karate

Mar 2009 - Jul 2014 (5 years 5 months)

- Study With the Talbot Family To Earn my Black Belt. Under Grandmaster Gregory Beaver teachings.
- Helped adult students meet diverse professional development goals.
- Lectured full classrooms of adult students on various self-improvement subjects.
- Managed curriculum development and daily facility operations in alignment with corporate objectives.
- Evaluated student progress and adjusted learning plans to foster progress.
- Built positive relationships with students, parents, colleagues and administrators.
- Worked closely with department head to create plan of support for students planning to take courses during summer months and over winter break.

Education



Austin Community College

Associate's degree, Computer Science

2017 - 2021



Elgin High School

Computer Science

2009 - 2013

Licenses & Certifications



Six Sigma Black Belt Certification - Udemy


UC-dd080e94-528b-4144-bfcd-f712ae9cac2f




Self Defense , Martial Art, Karate Course Hand to Hand Combat - Udemy


UC-114b73ee-2178-4997-a7ae-8be11b895cb4

 **How to Win US Federal Government Contracts** - Udemy
UC-ed5dba12-7cd6-433f-b17e-9fdaaa0e00d

 **Wado Ryu Karate (Part 1)** - Udemy
UC-02349676-1ca8-47a0-8d5d-9403878caac4

 **Wado Ryu Karate (Part 2)** - Udemy
UC-2480a2e6-945d-44d9-a6c4-5c7f8d8e9a76

 **JavaScript Basics For Beginners** - Udemy
UC-beaf178a-5769-4ee8-9e84-6d1d61e3ee57

 **Python for Absolute Beginners** - Udemy
UC-5fa59a22-14c1-48c0-89a0-5540e172a433


 **Learn HTML- For Beginners** - Udemy
UC-d3c7fff1-0edd-4e3b-ba82-b219220234bc


 **Technical Support Fundamentals** - Coursera
9MYBBK7KCZAR

 **The Bits and Bytes of Computer Networking** - Coursera
WGRXVBM4HB8V

 **IT Security: Defense against the digital dark arts** - Coursera
coursera.org/verify/xc9buw4fgt3j

 **System Administration and IT Infrastructure Services** - Coursera
coursera.org/verify/K2QJSVYTZ76R

 **Operating Systems and You: Becoming a Power User** - Coursera
coursera.org/verify/6DTKHBV945D8

 **Google IT Support** - Coursera
coursera.org/verify/professional-cert/ZT38DTEPRJ8

 **Operating System Recovery** - Lenovo

 **Replacement System Board DMI Programming** - HP

 **HP Chromebook and Chromebox PC Family Support and Service - HP**

 **Servicing HP Desktops, Workstations and Notebooks for Service Technicians - HP**

 **Lenovo Service Support Guide - Lenovo**

 **Warranty Basics for Technicians and Profile Administrators - Lenovo**

 **Warranty Basics for Service Managers and Claim Administrators - Lenovo**

 **Warranty Service Authorization - Lenovo**

Skills

Technical Support • Customer Service • Sales • Data Entry • Communication • Merchandising • Leadership • Shipping & Receiving • Cash Handling • Microsoft Word

Honors & Awards

Associate Of The Quarter - Russ Lundy, EVP,CSO

May 2017

Recognition Of Outstanding Performance

Black Black In Karate - A.S.K. (American Society of Karate)

Jul 2014

Passed Black Belt Exam