

Allen Hoskins

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Profile

Works well in challenging, fast-paced, high-stress and deadline-oriented environments individually or as part of a team. Proficient in computer project management and digital technology; also heavily experienced with customer and employee relationships as well as technical support. Expertise in Sun Microsystems hardware and other high end UNIX based systems. Knowledgeable in Solaris and UINIX based operating systems. Expertise in reverse engineering computer hardware and creating concise online service documentation. Expertise in training end users as well as training the trainers. Focused on consistent quality work and a desire to simplify and innovate the daily operations of computer service, operations and technical support.

Experience

CTO/OWNER, SOFTTECH SOLUTIONS, AUBURN HILLS, MICHIGAN 1995-PRESENT

SoftTech Solutions develops the On-Line Detective for Sun. The Detective is the worlds largest independent accumulation of Sun Support Documentation delivered via a Web-Based Support Portal. The Detective is used by those that support, administer, maintain, repair, train or broker in the Sun Microsystems computing environment. I was the original developer of the Detective which generated in excesses of 1 million dollars in annual sales. Responsible for reverse engineering and documenting the entire repair process of Sun Workstations and Servers. Lead a group of programmers and technical writers in the continual development of the Detective. Worked with database designers to develop the database structure and layout. I was responsible for creating and delivering webinars and other marketing collateral to assist the sales department. I would assist startup companies wishing to enter the Sun Microsystems maintenance arena in developing training, testbeds, failure analysis, and maintenance tools. Developed and taught Workstation and Server hands on training classes. I designed and preside over the creation of training material, lab development and evaluation tests. Lead technical support specialist for all customer product questions as well as all Sun Hardware and Software questions. Responsible for photographing, video taping, cataloging, editing all support images and videos. Maintained and serviced all internal PCs, MACs, Storage Arrays, Printers, Networks, and Web Server.

LEAD RESEARCH AND DEVELOPMENT ENGINEER, VIRTUAL SERVICES INC. AUBURN HILLS, MICHIGAN 1985-1995

Assembled a group of Field Engineers in the formation of a very successful third party maintenance company servicing Prime Computer and Sun Microsystems Workstations and Servers. Responsible for training and creating a knowledge base to help assist the Field Engineers identify failures. Designed and setup board repair a board repair department. Lowered the cost of outsourcing board repair by 70%, increased first call service resolution by 35%. Reversed engineered Sun Microsystems system boards, creating schematics and functional block diagrams. Worked with several vendors to create predictive fault monitoring. Created training material and labs to train internal support personnel and customers. Setup Sun Microsystems Depot repair center.

REGIONAL TECHNICAL SUPPORT SPECIALIST, PRIME COMPUTER, TROY MICHIGAN 1981-1985

Started as an Associate Field Engineer, I was promoted several times to Senior Field Engineer within two years. I setup the first field service office repair test beds. This enabled service personnel to test suspected faulty components and inventory components. Our office became the most productive and highest rated office in the country. Was promoted to one of only four persons to Regional Hardware and Software Technical Support Specialist. I was instrumental in converting the office over from Prime Computer Service to Sun Microsystems service.

Education

RETS Electronics School, Detroit MI — Applied Electrical Engineering 1977-1981

Schoolcraft College, Livonia MI — !976 -1977

Midwest Photography School Farmington Hills, MI 2005 -2006

Skills

Personal:

Team orientation, strong leadership skills, substantial problem solving skills, strong analytical skills, ability to self-manage and self-motivated, determined work ethic, exceptional customer skills,

Hardware:

Unix Workstations and Servers, developing functional test centers, board repair, Mac Servers, iMac and MacBooks, PCs, and Laptops. proficient with networks, network cabling, storage arrays, computer peripherals. oscilloscopes, logic analyzers,

Software:

Adobe Photoshop, Adobe Illustrator, FrameMaker, Adobe Captivate, WebWorks, Adobe Acrobat, Microsoft Office Suite, Sun Solaris, Mac OS, Microsoft Windows OS, HTML, Dreamweaver, Adobe Lightroom, MySQL, Sun Firmware, Sun Diagnostics.

Referrals

Available upon request.