



Kevin J. Bushman

Computer Technician

Dear Personnel Director:

As a computer technician, I would like to express my interest in your company.

With over 10 years of computer diagnostic, troubleshooting & repair experience, I offer a wide variety of technical competencies. My qualifications to diagnose, troubleshoot, and repair – not only software but hardware and peripherals as well – are described in further detail in my résumé which I have submitted for your consideration.

It has always been my goal to quickly and efficiently resolve every issue in a courteous, professional manner with dependability & unbeatable customer service! My commitment to perfection as well as customer satisfaction is doubly rewarding, in that, customers & clients have deeply expressed their sincere appreciation throughout the course of my career.

I keep current with the ongoing changes of technology by continually increasing my knowledge in the ever-changing, fast-paced world of the computer industry.

Finding satisfaction in a job well done is extremely important to me. By efficiently using my skills, knowledge & communications, a solid rapport with clients is built up, and those whom I serve are, in general, beyond satisfied. My long term experience laboring independently demonstrates my strength to consistently research & resolve 100% of all incoming problems, without escalating even a single one to higher level teams (for doing so has not been an option)... with a history of practically no unresolved issues.

Having also worked among co-workers, I consider my ability to cooperate as well as my own personal compliance with company policies to be vital to the workplace. These virtues reduce needless stress on the management & office staff, ultimately contributing to your integrity & success.

My goal will be to help your business grow successfully, to diligently step up wherever needed and, upon opportunity, to climb within your fine organization. Regarding additional skills yet to be acquired, *I am willing to learn whatever is necessary to be an integral asset within your company's structure.*

I would appreciate the opportunity to meet with you personally in the near future.

Sincerely,

Kevin J. Bushman

Contact Info:

Email:

resume@kevinbushman.me

Phone:

Home (call): 763.753.3093

Cell (text): 763.200.5544

Address:

3345 Cedar Creek Drive NW
Oak Grove, Minnesota 55303

Clientele Testimonials:

<http://kevinbushman.me/testimonials/>

Clientele References:

1) Kyle Lidberg:

Tech support customer
763.587.5071

2) Doug Hazewinkel:

Tech support customer
763.323.2979

3) Ann Spears:

Tech support customer
763.600.4494

4) Pastor Richard Jensen:

Tech support customer
651.739.1549

5) Ann Bye:

Tech support customer
763.744.6984

Many others offer themselves
as references; inquiries welcome.



Kevin J. Bushman, Computer Technician

Qualifications Profile

Self-motivated, detail-oriented computer technician specializing in computer diagnosis, troubleshooting & repair strongly emphasizing quality, professionalism, and properly representing my employer at all times. Proven track-record of resolving difficult issues through creativity founded in skills & prior experience. Demonstrates sound judgment with ability to quickly and effectively interpret & assess customer information on the fly to make appropriate decisions. Establishes and maintains relationships with clients for repeat service. Tactful, patient, and genuinely enjoys helping people. Uses knack for translating technical information into concepts that non-technical users can easily understand. Remains calm, focused, & professional even while working with frustrated end-users, thus retaining my employer's good reputation. Competent with multi-tasking over multiple monitors while assisting multiple clients. Enjoys solving challenging issues.

Career History & Technical Competencies

Kevin Bushman, *freelance computer technician*, 2007 – present

- ✓ Operating System installation & configuration
 - ✓ Microsoft Windows
 - ✓ Linux
 - ✓ Microsoft Windows diagnostic, troubleshooting, & repair
 - ✓ Software diagnostic, troubleshooting, & repair
 - ✓ Software/application installations, configurations, removals, & upgrades
 - ✓ Hardware diagnostic, troubleshooting, & repair
 - ✓ Hardware installations, removals, & upgrades
 - ✓ Custom computer builds
 - ✓ BIOS upgrades & configurations
 - ✓ Peripheral diagnostic, troubleshooting, & repair
 - ✓ Home network installation & configuration
 - ✓ Networking/connectivity diagnostic, troubleshooting, & repair
 - ✓ Remote desktop tech support (while communicating with clients via phone, email, & chat)
 - ✓ System optimization, upkeep, & maintenance
 - ✓ System security management
 - ✓ Infection removal, cleanup, & prevention
 - ✓ User account & BIOS password resets
 - ✓ Data migration, backup, & system imaging/cloning
 - ✓ Data recovery (non-physically damaged disks)
 - ✓ Virtual machine installation, configuration, & management
 - ✓ Other general areas of experience (more limited):
 - ✓ Linux diagnostic, troubleshooting, & repair
 - ✓ Android diagnostic, troubleshooting, & repair
 - ✓ Web design concepts & basics
 - ✓ Programming/scripting concepts & basics
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Education

Heritage Christian Homeschool, Maplewood, Minnesota – High School Diploma, *magna cum laude*, 2007

Open to apprenticeship, internship, or company-sponsored certification (if the position demands further formal education).

Volunteer Work

IT charitable work, *pro bono*, for churches and other community & non-profit organizations, 2004 – present

Personal Information

24/7 live-in caregiver, *ex gratia*, for grandma (mostly blind & deaf in advanced stages of Alzheimer's until death), 2001 – 2010

Non-related Job History

Perform various residential tasks, *pro rata*, for elderly & needy, 2001 – present
Contractor's assistant – (business closed), 2013