**Eric G. Schwartz**

**Kent, WA 98030 949-533-0130 eric@ericgs.com**

**Hardware Engineer**

**Summary:** Extensive experience in repair, maintenance, and troubleshooting computers, servers, and advanced electronic equipment.

* Server 2008, 2012, 2016, 2019, 2022 • Electronics; microwave, digital, industrial
* Windows 7, 8, 10, 11, Vista, XP • OS Installs; computers, servers
* Linux; Redhat, SUSE, FreeBSD, Ubuntu, CentOS • Communications; technical writing
* Software; Word, Excel, IOMeter, FIO • Analyzers; Lecroy, Xgig
* Scripting; BASH, and Batch • Raid configuration; Raid 0, 1, 5, 6, 10, 50, 60
* Certified; A +, Network + • Team oriented, reliable, flexible, fast learner
* Test equipment; oscilloscope, signal generator, digital multimeter, digital logic probe

**Experience**

**ZT Systems,** Seattle, WA 2023-Present

**Technical Support Specialist**

* Supported At Level 2, Microsoft and Verizon Data Centers.

**Microsoft / Mindtree,** Redmond, WA 2018-2023

**Hardware Engineer (in Data Center)**

* Ran/Evaluated Comprehensive Testing on Azure Servers Using Server 2022.
* Installed Server 2022 and Linux using USB and prepared servers for testing, including installing DIMMs, NVMEs, HDDs, and SSDs, including racking, and toubleshooting.
* Updated firmware on BMC, BIOS, NVMEs, HDDs and SSDs in servers to prepare for testing, using SCCM, RDCMan, Raritan KVM Service and WCSCLI.
* Troubleshooted Azure type servers and debugged hardware problems.
* While testing, filed bug reports and worked to reproduce bugs.
* Used CSIToolkit to run QuickStress, network, storage, DIMM, and Linux testing.

**Gray Construction / Signature,** Anaheim, CA 2017-2018

**IT Tech / Helpdesk**

* Prepared PC’s, Desktops and Laptops, with Windows 10.
* Migrated data and software from user’s PC’s with Windows 7 on them to the Windows 10 PC’s, and installed printers for each user.
* Helped users with Windows 10 technical problems.
* Installed PC’s to workstation areas and assisted IT with other tasks.

**Thales / Morson,** Irvine, CA 2016-2017

**Sr. Systems Technician (Aerospace)**

* Installed, configured and trouble-shot systems of IFE (in flight entertainment) in test racks, including Cabling and set up.
* Read schematics, diagrams, and other written and verbal instructions, in order to accomplish tasks.
* Trained and/or assisted others with all tasks.
* Set up laptops with dual boot OS, Windows 7 and Ubuntu.

**Prosum / LBUSD**, Long Beach, CA 2015-2016

**Electronic Technician**

* Repaired LCD and DLP Projectors, including Epson, InFocus, and Panasonic.
* Repaired Document Cameras, mainly Lumens.
* Repaired this equipment down to the component level, soldering and replacing it.

**Western Digital**, Irvine, CA2011-2015

**Hardware Technician (in Data Center)**

* Tested enterprise class hard drives in Linux and Windows server environment, with 3000+ servers, including Dell, HP, Lenovo, Acer, EMC and others.
* Hard drive firmware maturation via thorough testing to uncover bugs and potential interoperability issues.
* RAID array creation/management with various SAS/SATA controller (LSI/Avago, Adaptec, Atto, Promise)
* Reported and documented issues on Issue tracking database, similar to RMA process.
* Worked on customer reported issues: Reproducing/debugging customer found issues.
* Installed Windows Server and Linux Server and utilized for testing, including racking servers.
* Executed test plan as per production schedules, including remoting using VNC, Remote Desktop and Cisco Any Connect.

**CSTS Inc.,** Brea, CA2003-2010

**Electronic Technician/Junior Systems Engineer**

* Tested and repaired servers, computers and computer based electronic testing equipment, including plumbing of gases
* Set up Desktop stations and repaired them
* Developed documentation and efficient work flow for common tasks
* Assisted engineers with building prototypes, verifying new designs and writing test procedures and technical manuals

**Education**

**Network Administrator**

New Horizons Computer Learning Center, Anaheim, CA

**Associates in Electronics Engineering Technology**

ITT Technical Institute, La Mesa, CA

**Network Administrator**

Institute of Networking Technology, Signal Hill, CA

**Advanced Electronics**

ET "A" School, US Navy, Great Lakes, IL

**References**

Available upon request