

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

## 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 troubleshooting.
- Updated firmware on BMC, BIOS, NVMEs, HDDs and SSDs in servers to prepare for testing, using SCCM, RDCMan, Raritan KVM Service and WCSCLI.
- Troubleshot 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, CA

2011-2015

**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, CA

2003-2010

**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