

JOHN HOBAN

Stroudsburg, PA 18360
570-242-8836 – jnaboh@gmail.com

SKILLS

Troubleshooting and repair	Phone_Support
Hardware and software installation	PCs, Macs, Chromebooks
	Comptia A+ certified

WORK HISTORY

- 03/2021 to Current **Technician**
Hoban Tech – Stroudsburg, PA
Hobantech.com
- PC repair and upgrades
 - Microsoft Windows, Software and OS customer support
- 02/1985 to 02/2024 **Office Cleaner**
Martin Office Cleaning
- General office cleaning
- 05/2012 to 03/2021 **Tech Support**
Apple Inc.
- Company Overview: AppleCare Technical Support | Customer support for Mac hardware, Software and OS X, iOS devices, and account security
 - Resolved technical issues through troubleshooting, ensuring customer satisfaction
 - AppleCare Technical Support | Customer support for Mac hardware, Software and OS X, iOS devices, and account security
- 08/2000 to 05/2012 **Help Desk**
Pomeroy Consulting – Swiftwater, PA
- Supported employees across North America and Canada, helping with Microsoft Windows PC support
 - Various software applications
- 11/1995 to 08/2000 **Dock Foreman**
Roadway Freight – Tannersville, PA
- Led and supervised a union crew of twelve, managing outbound freight operations
 - Ensured efficient loading of freight from inbound trailers to outbound destination trailers
- 09/1990 to 11/1995 **Service Technician**
ComputerLand of Allentown

- Configured and tested new computer sales, ensuring smooth hardware and software installations at end-user locations
- Repaired computers
- IBM and Mac
- Provided user training for seamless integration and effective use of technology solutions

EDUCATION

04/1990

Technician

R.E.T.S Electronics Technical School - Broomall, PA

Worked in the school service department while pursuing education.

CERTIFICATIONS

- CompTIA A+ I.T. Technician Certification
- HP Printer Certified
- IBM PC Certified
- Star Micronics Printer Repair Certified
- Tallgrass Technologies Certified
- NEC Printer Certified

REFERENCES

Mary Guthrie
570-595-0499

Cheryl Boyd
908-310-7487