
CORPORATE OPERATIONS ENGINEER**TEST, TROUBLESHOOT, CUSTOMIZE, DEPLOY & SUPPORT TECHNOLOGY**

Certified Macintosh Technician with 3+ years of experience supporting and troubleshooting desktops / laptops in Linux, Macintosh, and Microsoft networked environments through LAN / WAN and VPN.

Expert at customizing programs to increase productivity and reduce installation time. Experienced in office moves, server relocation, and software migration while ensuring network / system / programs remained running, robust, and secure. Patient mentor / trainer / educator of senior executives, new hires, customers and resistant users to new technology products under tight deadlines and in high-stress environments.

TECHNOLOGY EXPERTISE**OPERATING SYSTEMS**

Linux	Mac OS X	Mac OS X Server
UNIX	Windows XP	Windows 7

NETWORKS

LAN/WAN	VPN	Juniper
AT&T	Verizon	T-Mobile

HARDWARE

Apple	Dell	IBM
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SOFTWARE

Google Apps	Adobe/K4	Open Directory	iWork / iLife	PxeBoot	Parallels	Symantec AntiVirus
Apple Remote Desktop	Apple Scripts	Final Cut Server	Quark/QPS	Netboot	InstaDMG	Filemaker Pro
Adobe Creative Suite	PeopleSoft	Final Cut Studio	Automator	CalDav	Citrix	Extensis Suitcase
Microsoft Office	Active Directory	Kaspersky	Ghost	IMAP	Lotus Notes	Blackberry Enterprise Server
KBOX by KACE	LANDesk	DNS / VNC	DHCP	SSH	FTP	Shell Scripts

TECHNOLOGY EXPERIENCE

SENIOR APPLICATION SUPPORT SPECIALIST, World Culture Society, Washington, DC 2009 to Present

Supported 800+ Macintosh & 1200+ Dell computers through LAN/WAN & VPN; **20-25 iPhones 24/7**, including CEO, COO, Magazine Heads, Digital Media Heads & Department VPs; **Corporate software** (Google Apps, Adobe/K4, Quark/QPS, Universal Type Server, Parallels, Final Cut Studio, Final Cut Pro, etc.).

Created & Deployed Group Policy for Mac's & PC's (Active Directory GPO, Workshop Manager); **System images** (Mac OS X Server, KBOX, InstaDMG, Ghost); **Expedited iPhone & wireless devices** rollout and training to World Culture Society executives and board members.

Technology Achievements

- **Reduced 4 server rooms to 2** by customizing Adobe email, database & file server systems.
- **Recommended migration from LANDesk to KBOX by Kace**; selected as **Lead Mac Tech** for KBOX migration and training of all staff.
- **Chosen to transfer executive Mac users** from Lotus Notes to Google Apps; co-created tutorials & training seminars.

MAC GENIUS, Apple Computer, Inc., Mclean, VA

2007 to 2009

Diagnosed Apple Customers' challenges with products purchased, remaining courteous and friendly during stressful customer complaints; **Apple hardware & software** problems (iPhone, Apple TV, MacBook Air), reported findings to Apple Engineers.

Trained New Apple employees; Apple customers in use of Apple software (Adobe CS, Final Cut Studio, iWork, iLife, Office Mac 2004).

Managed Mac Genius team as **Lead Mac Genius**: set goals, delegated tasks, scheduled meetings and training seminars.

Led quality control team to ensure highest levels of customer service.

Technology Achievements

- **Cut 15 minutes from every 10.5 Leopard installation** by configuring new imaging service using System Image Utility.
 - **Reduced Parallels installation time 2+ hours**, (from original 3 hours to ~ 45 minutes), by updating Parallels image.
 - **Closed 83 tickets per month** assisting remote Apple customers through Apple Remote Desktop & LANDesk.
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EDUCATION & CERTIFICATIONS

Mac OS X v10.5 Directory Services – Apple Certified Macintosh Technician
BS in Information Technology/Digital Media, University of West Florida, Pensacola, FL, 2007