

Daniel J.A. Saul CITE, CCNA1

Service Desk Analyst

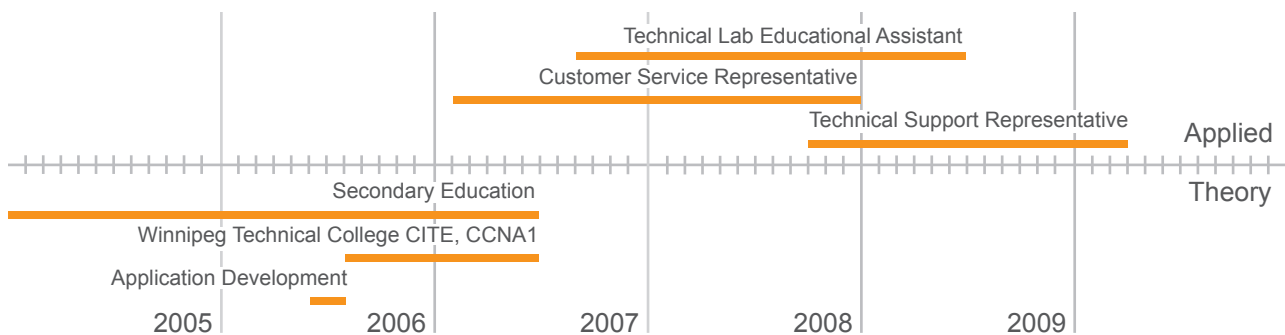
Profile:

Talented computer administrator with a diverse portfolio of knowledge in the area of computer networking and problem solving on both Apple and Microsoft based platforms. Has previously instructed high school students in the use of Apple based systems for the purpose of graphic video and DVD creation. Is presently working as a technical service representative correcting Cable TV and Internet related issues.

Key Skills:

- Lesson Plan Creation and Instruction.
- Network Administration
- Experienced using multiple Operating Systems including Mac OS 9/X, Windows 9x/NT/XP/Vista and Linux/BSD Unix.
- Knowledge of many Applications including Microsoft Office, Open Office, Final Cut Pro, XCode, Interface Builder, and more.
- Programming in C, C#, Objective C, and Vala.
- Web Design and development using technologies such as HTML, CSS, PHP, and Javascript.
- Ability to resolve customer's issues within a set handle time.

Experience:



Technical Support Representative, October '07 – Present.

Aided customers with their cable television and internet for a major ISP in Canada.

Customer Support Representative, February '06 – December '07.

Aided customers with problems with their internet for a major ISP in the United States.

Technical Lab Educational Assistant, September '05 – June '08.

Assisted in creating and instructing computer based lessons to local high school students.

Brought a lab of Macs up to date employing the latest technologies available.

Macintosh Application Development, June '05 – August '05.

Worked effectively in a team to complete a large, multi-phase application in within a set time-frame.