

Timothy P. Hannon

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Qualifications:

- Twenty years of diverse Macintosh computer experience including: administration, training and troubleshooting all models and versions of the operating system
- Ten years of IT experience in complex network environments including both Macintosh and Windows computers
- Keen ability to troubleshoot complex technical problems in multi-operating system, multi-protocol networks
- Able to learn new systems and technologies quickly
- Outstanding customer service and interpersonal skills
- Responsible and organized with creative problem solving abilities
- Joy for teaching interested learners
- Able to explain technical concepts in plain English to assist customers in becoming better informed and more self-reliant
- Able to interact with and “put at-ease” people of various levels of technical knowledge and comfort
- Committed to staying current on emerging technologies by reading industry news, attending presentations and training classes, and developing relationships with other technology professionals

Employment:

Macintosh Consultant/Business Owner Sound Support, Seattle, WA 8/98 - current

- Provide broad range of network, server and desktop management services to residential and businesses customers using Mac OS 9 and OS X
- Maintain a variety of file, web, ftp, email, and backup servers
- Design, setup, secured and managed Ethernet and wireless networks including these protocols: AFP, SMB/CIFS, POP3/IMAP, SSL, NAT, DHCP, PPTP and IPsec.
- Provide backup system and pre-purchase consulting,
- Provide one-on-one instruction on Mac OS X, Mail, Safari, Word, Excel and other applications

Technical Services Manager University of Washington, Seattle, WA 10/00 - 10/03

- Managed information services team comprised of 14 technical staff in computer support, web site design, poster production and a computer visualization lab
- Developed annual budget for \$350,000 and monitored financial goals
- Developed disaster recovery plans and maintained one and three year technology road-maps for parent department
- Designed and implemented upgrades to departmental FileMakerPro-based billing and Retrospect back-up systems
- Served as system administrator for custom Oracle database on Windows 2000 Server including back-ups, maintenance and troubleshooting
- Managed technical projects such as: Oracle and calendaring server upgrades, web site re-design and OS X migration
- Provided network administration and troubleshooting services for hundreds of Mac OS and Windows-based computer users including: graphic designers, photographers, researchers, medical care providers and administrative staff

Systems Engineer Westwind Computing, Seattle, WA 3/00 - 10/00

- Provided systems and network management as well as consulting and complex troubleshooting services to Seattle-based businesses including design firms, ad agencies, law firms and publishing companies
- Administered, maintained and installed client-server systems including AppleShare IP, QuickMail Pro and Retrospect as well as networking devices including routers, switches and hubs

Computer Support Analyst University of Washington, Seattle, WA 1/96 - 10/99

- Diagnosed and resolved complex hardware, software and network problems on hundreds of Macintosh computers
- Installed, configured and upgraded desktop computers, printers, network hardware and other peripherals
- Increased departmental revenue by 62% my first year on the job and by over 100% after three years
- Performed impromptu and formal training for faculty, staff and student-workers
- Performed long-term needs assessments to develop technology plans for departments. Identified needs, wrote proposals, guided decision-making process and implemented solutions
- Planned and coordinated the implementation of Year 2000 remediation efforts for Macintosh-based networks

Computer Technician Princeton Regional Schools, Princeton, NJ 9/90 - 5/93

- Planned and troubleshot the installation of an AppleTalk and TCP/IP network of 40 Macintosh computers
- Assisted in the maintenance of 300 Macintosh computers including email, back-up servers and lab management
- Supervised and trained student workers.
- Designed and taught workshops to teachers

Desktop Publishing Editor International Education Services, Tokyo, Japan 3/91 - 3/92

- Designed sales manuals, textbooks, newsletters and forms using PageMaker and Illustrator

Volunteer Computer Instructor dBUG, Mac User Group, Seattle, WA 3/99 - current
Assorted school districts in NJ and WA 3/92 - 5/96

Education: Brown University BA, American Civilization, 1990