

Justin Creveling

1630 81st St., Brooklyn NY 11214

ph. 704.491.9394

Objective

To provide quality, efficient end-user support for a wide range of IT issues, with primary focus on the Macintosh platform. I desire to continue expansion of my own knowledge, and further develop my existing abilities.

Experience

Webequip (Perth, WA)

5/09-7/09

- Hardware and Software repairs on both current and previous model Desktops and Portables
- Mac OS 10.3, 10.4, and 10.5 installation and support, Windows installation on Macintosh (via Bootcamp, and VMWare)
- Installation and troubleshooting Adobe CS2, CS3, and CS4
- Installation, configuration and troubleshooting Microsoft Office Suite, as well as open-source alternatives such as OpenOffice
- Configured email clients
- Configured internet/network connectivity
- Spearheaded efforts to revamp current procedures and policies designed to maximize productivity, as well as standardize pricing and improve overall customer experience
- Managed store when needed
- Helped redesign technician repair area to maximize use of space as well as comfort
- Other miscellaneous things, such as configuring our mail server, an additional webserver, mailing lists, etc.
- This position also involved about 50% customer service, talking to customers directly about things they need and want, and how I could help them get things done more efficiently
- This was a working holiday position, while living in Western Australia

Eigerman Consulting, Inc. (NY, NY)

2/08-11/08

- Provided a variety of users with support, ranging from Microsoft office suite issues, to networking and printing, Adobe Creative Suite, Font troubleshooting, Data management. Many of these clients are design professionals, and creatives, including The One Club, Project, Inc., Reelworks(non-profit film school for 'at-risk' teens), Burbridge Inc, Atsuko, Inc, and Peace of Cloth, As well as TVT Records, a 200+ seat independent record label/music publisher which had in-house design in addition to the usual record industry day to day issues
- Server installation (iCal, Open Directory, etc.); server support (file sharing, open directory, Network home accounts)
- Hardware support (troubleshooting, isolating, and correcting problems, repairing computers by configuring/replacing components as needed, as well as RAM, hard drive/optical drive, and component upgrades)
- Data management (backup and restoration of user data to external hard drives, archiving to tape drive, and network server shares)
- Occasional Windows support as needed (mostly pertaining to Macintosh integration), Windows troubleshooting.

Tekserve Corporation (NY, NY)

11/07-2/08

- Professional Services Engineer

- On-site service consulting ranging from individual user support, to Small and Medium business support
- Software installation, troubleshooting, and support of a wide range of software, primarily in media and creative fields, I was also scheduled full-time at Convent of the Sacred Heart, a 200+ user private school, primarily Macintosh, but also Windows support
- Self management of time (scheduling return appointments, finishing jobs in a timely fashion)
- Understanding of client needs and expectations
- Heavy customer service roll, as this is direct contact with the end-user/client
- Educating clients on how to maintain systems, and on safe backup and disaster management methods.

Tekserve Corporation

10/05-11/07

- Service technician

- Troubleshoot, Diagnose, and Repair Apple hardware and software
- Maintain efficiency and productivity under heavy-load and stress
- Data backup, and re-integration/restore
- Able to read and understand Apple documentation
- System upgrades
- Used Filemaker Pro extensively to document and maintain customer database/issues

Tekserve Corporation

10/04-9/05

- Intake

- Troubleshooting of Apple computers and peripheral devices, perform quick repairs
- Provided accurate cost of repair estimates to customers, based on intimate knowledge of Apple hardware
- Able to interact with distressed customers
- Customer service was a big part of this position, dealing directly with customers who need your help

Education

CUNY Manhattan

04/-06

AAS, Liberal Arts (English Literature, Creative writing)

Johnson City Central High School

9/95-6/99

Honors diploma, Foreign Language (French), Art (Sculpture, Jewelry making)

Relevant Skills

Apple Certified Macintosh Technician

Apple Certified Help Desk Specialist (10.4)

Macintosh and PC hardware knowledge

PC building, configuration, and customization

Excellent social skills, Avid Apple computer user

iPhone support

Blackberry support

Basic HTML knowledge