

David Kaye

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Technical Support Résumé

Synopsis

- 15 years on-site tech support of computers, specialty routers, POS systems, cameras
- Plays well with others – Staff sizes of 8 to 27 in various companies
- Remote MSP phone support Tier 1, Tier 2, and some Tier 3 technical support
- Windows 2000, XP, 7, 8, and Windows 10 support & malware/security support
- Excellent oral and written skills, ability to translate tech to layman's language
- Software: QuickBooks, Microsoft Office, LibreOffice, OpenOffice, Word, Excel, Access
- Software: HubbleIQ, Ookla Speedtest Custom, TeamViewer and Microsoft QuickAssist
- Languages: Visual Basic 6.0, MS SQL, SQL Anywhere, Oracle SQL
- Electronics – FCC General Class Radiotelephone Operator License

Tech Support Highlights

- Installed an 19-unit wi-fi system for the 75-unit Jordan Apartments
- Assistant chief engineer at KALW(FM) San Francisco
- Upgraded Atlas Café wi-fi to 50 high-speed simultaneous metered users

Recent Experience

Atherton Fiber, San Francisco

November 2020 to April 2021. I was the lead Tier 1 and Tier 2 tech support engineer working remotely for Atherton Fiber, a high-end internet service provider in the Atherton/Palo Alto area. I analyzed connection issues, computer and network malware, optical network terminal (ONT) problems, broken fiber, backscatter, and wi-fi channel problems.

Honest Dave, San Francisco

April 2001 to April 2020 and currently (May 30, 2022). I do freelance tech support for business clients and home users in San Francisco and the greater Bay Area. Projects include difficult wi-fi and Ethernet routing, wi-fi on congested channels, printers, internet issues, computer speed and connection issues, security cameras, metered wi-fi for café, point-of-sale systems, timeclock, and network isolation security issues.

Other Skills

Electronics

Electronics troubleshooting, hardware repair, soldering, wirewrap, use of test instruments such as oscilloscopes, signal probes, reading and interpretation of electronics schematic diagrams, knowledge of radio transmitters and antenna systems.

Office Skills

Office Skills include Microsoft Office, type 70 words per minute, 10-key by touch, database management.

Education

College of San Mateo, San Mateo California. 5 units short of AA in Telecommunications

Personal and business references available on request.