

David Kaye

2440 16th St #313; San Francisco, CA 94103

Phone: 415-483-2780; E-Mail: sfdavidkaye@yahoo.com

NOTE: I live in Fremont California

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
- I operate Cartoons All Day, a Roku video channel
- I operate Obscure Old Time Radio, an audio stream at roboDJ.com

Recent Experience

Self-Employed

June 2021 to November 2022. I gathered petition signatures for the recent election, to help fund the emergency room and trauma center at Washington Hospital in Fremont. I also ran a petition drive to help increase the minimum wage for restaurant workers in California. Prior to that I sold 401k retirement plans to small business medical distributors. Prior to that I worked as a home health care worker helping a mother with an autistic child. This is in addition to my freelance computer tech services.

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 (March 5, 2023). 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.

TeleResults Corporation, San Francisco

April 1996 to February 2001. Lead software developer and software manager for medical organ transplant software suite, developing in Visual Basic 6.0, with SQL Server and Crystal Reports

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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.

Education

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

Personal and business references available on request.