

David Luckhardt
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OBJECTIVE

Desktop Support Tech / Engineer, Mac Guru

QUALIFICATIONS

- Macintosh network & desktop support specialist, extensive PC experience
- Experienced supporting Adobe CS, animation and audio software
- Proven background in network design, switching, TCP/IP subnets
- 15 years experience as microcomputer analyst, support person and enthusiast
- Skilled in computer purchasing, installation and troubleshooting

PROFESSIONAL EXPERIENCE

LEVI STRAUSS & CO, (Contractor), San Francisco, USA June 11 - present
Levi Desktop Support Mac Specialist: Via CIS / Compucom consulting contract. Support expanding 600+ local clients in all aspects of Macintosh and Parallels WINXP/7 use.

NASA AMES, (Contractor), Mountain View, USA Jan. 09 – June 11
Lockheed Martin Desktop Support: Via Intrinsic consulting contract. Supported 2000+ local NASA clients in all aspects of Windows and Macintosh networking, software & hardware issues. Completed Mac OS 10.6 and WIN7 upgrades, and Active Directory migration projects. Using Remedy ticket tracking system. NASA Security clearance.

LEAPFROG ENTERPRISES, Emeryville, USA July 04 – Dec. 08
Desktop Specialist: Responsible for 200+ Macintosh systems, including Animation, Graphics and Audio groups. Supported local and remote clients for Windows and Macintosh networking, software & hardware issues. Wrote extensive documentation. Projects: built Animation Macs with AfterEffects and Final Cut Pro, Active Directory migration, Adobe CS3&4 migration, engineered enterprise-wide OS builds, upgraded Fiery and ColorBurst RIPs, set up Extensis font server. Audio applications supported: Logic 7 and 8, Melodyne, ProTools, WAVES, and iLok USB key authentication. Work managed in Track-It system.

ROSAI GROUP, INC. (Contractor), San Francisco, USA June 03 – July 04
Mac Systems Engineer: Did Apple Warranty repair work at customer sites and Rosai shop. Supported corporate and individual clients in all aspects of Macintosh networking, repair, software & hardware issues. Specialize in OS9 -> OSX migration and wireless.

THORNE ENTERPRISES (Self-employed), USA Aug. 01 – Jan. 05
Network Design/Admin: Designed, installed and supported various OSX Ethernet LANs and websites, trained users in OSX iDVD creation, plus Photoshop work for portrait studios and sub-contracting support & networking jobs for PaperMachete in Oakland.

Resume of David Luckhardt, 510.604.8203

FARALLON / PROXIM, San Leandro, USA Oct. 98 - July 01
Sr. Hardware QA Engineer: Created test plans for all beta and shipping versions OSX, plus WIN98/ME/XP/2k and NT. Tested Gigabit Ethernet cards, hubs, switches and routers. Specialized in 802.11x wireless cards, access points, and protocol compatibility.

PEACHPIT PRESS (Contractor), Berkeley, USA Feb. 98 - Oct 98
Network Administrator: Supported 40+ users in high-tech publishing firm, delivered new G3 systems plus complete network redesign and server installs. Projects completed: Remote WAN access, network Retrospect backups, OSX servers and new Cisco switches installed.

THORNE ENTERPRISES (Self-employed), USA Sept. 97 - Feb. 98
Network Design/Admin: Designed and installed various Ethernet LANs and websites, plus sub-contracting for PaperMachete.

CHARLES SCHWAB (Contractor), San Francisco, USA Nov. 96 - July 97
Macintosh Systems Administrator: Supported 230+ Mac computers for the San Francisco IS division. Duties included managing WAN IP addresses, implementation of cross-platform email and LAN-management software, delivery of Mac graphic workstations, installation and support of network servers, and support for various inter/intranet development teams.

TRANSAX / EQUIFAX EUROPE, Birmingham, England Apr. 95 - Sept. 96
IS Network Manager: Managed six IS staff supporting a 350-user Macintosh/PC WAN in Scotland, London, Birmingham, Paris, Australia and New Zealand. Designed and implemented LANs for offices in Paris, London, and Worcester. Traveled extensively.

CAL STATE AUTOMOBILE ASSOCIATION, San Francisco, USA July 92 - Mar. 95
Technical Support Analyst: Responsible for a 250 Macintosh LAN. Set up and maintained email, filesharing and print servers. Supported *VIA* magazine, top executives on 18th floor, Graphics and Cartographics units. Documented procedures and policies.

BRANDON SYSTEMS (Contractor), Foster City, USA Dec. 91 - July 92
MIS Support: Upgraded Applied BioSystem's 1500-user Mac and PC WAN. Did software and hardware troubleshooting, plus Ethernet LAN cabling and controller work.

WELLS FARGO, San Francisco, USA Nov. 84 - Jan. 91
Operations Analyst/Tech Writer: Wrote procedures for Wells' ATM banking center, managed datacenter Change Control and authored reports and proposals for the Operations Analysis. Managed Tandem tape backup library at 155 5th St. datacenter.

EDUCATION AND TRAINING

BA from UC Santa Barbara, 3.75 GPA, Dean's List Scholar, Cum Laude.
UCSC Extension classes in Cisco routers, IP management and WAN,
5+ years of Macintosh Admin track workshops at MacWorld Expo.