

# SCOTT SIMPSON

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## PROFILE

I like to fix things and figure out how to make things work better. I love to learn new skills and technologies and to integrate them with what I already know. I'm a quick study and an effective time manager. I am proud of my attention to detail and thoroughness. I am able to clearly communicate technical information and concepts to people of various technical skill levels.

## EXPERIENCE

**IT TECHNICIAN, LYNDA.COM; CARPINTERIA, CA — 2009-PRESENT**

**TEST PROCTOR/ADMINISTRATOR, SDSU TEST OFFICE; SAN DIEGO, CA — 2008-2009**

**MAC GENIUS, APPLE INC.; SAN DIEGO, CA — 2006-2009**

As a certified hardware technician in a high-profile Apple Retail store, managed repair room operations and coordinated the work schedules for a team of 15 technicians. Provided personalized technical support, hardware / software troubleshooting, and repair of Apple products, including diagnostic analysis of hardware and software. Performed technical networking, system management, and configuration tasks to perform maintenance and upgrades to the in-store network and Macs. Managed Open Directory server with over 80 clients. Managed data backup server for safe-keeping of customer data during repairs. Maintained software update server and team collaboration wiki. Produced OS / Software installation images for troubleshooting / post-repair use. Acted as a member of the Mentor team to orient and train new hires.

**MAC SPECIALIST, APPLE INC.; SAN DIEGO, CA — 2005-2006**

Guided new and returning customers to the right Mac or iPod solution for their needs. Performed on-the-spot troubleshooting. Recommended hardware and software based on projected uses.

**LEAD RESIDENTIAL CONNECTIVITY ASSISTANT, SDSU; SAN DIEGO, CA — 2002-2005**

As the leader of a team of 8 technicians, organized and managed network and desktop technical support for 3,000+ student clients in the SDSU Residence Halls under the Office of Housing Administration. Provided customer support and problem solving in a technical setting to users of all skill levels.

## EDUCATION

San Diego State University, San Diego, CA — International Relations (BA), Philosophy (minor), 2006.

Oxford University (New College), Oxford, England — Oxford Study Abroad Programme, Winter 2003-2004.

## SKILLS

Mac and PC desktop hardware (diagnostics, troubleshooting, and repair), one-on-one and small-group software and hardware education, Mac OS X (Desktop and Server), Apple Remote Desktop / Screen Sharing, Apple iLife and iWork, Adobe / Macromedia Applications (Dreamweaver, Photoshop, Acrobat), Ethernet and Wifi networking, remote access including FTP, SSH, and VNC protocols, basic web design and maintenance (HTML and CSS), web content and hosting management, Microsoft Windows 2000 / XP (installation, configuration, and support), Microsoft Office, OS X Terminal command line environment, setup and configuration of Lexmark and other network printers, FileMaker Pro, MeetingMaker, PeopleSoft, SAP, Basic Perl, Parliamentary Procedure.

## CERTIFICATIONS

Apple Certified Macintosh Technician (2009), Apple Certified Help Desk Specialist 10.4 (2006), Apple Certified Portable Technician (2007), Apple Certified Desktop Technician (2007), Apple Product Professional (2006, 2007), Apple Sales Professional (2007).

## ACCOMPLISHMENTS

Associated Students Board of Directors at SDSU (2002-2006), President of the PSFA College Council (2004-2006), Founding Officer of Lambda Chi Alpha Fraternity, Zeta-Pi Chapter (2004-2006), Boy Scouts of America Eagle Scout Award (1999), Order of the Arrow Vigil Honor Award (2000), Conversational in German.