

Jeffrey R. Pollard

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Qualifications

- ☐ Apple Authorized Service Technician [PowerMac/PowerBook - February 2000]

Technical Capabilities:

- Fully versed in current and previous Apple software and hardware products
- Passionately stays current with latest Macintosh technical issues and updates
- 6 years experience supporting Classic Mac OS
- Rapidly developing Mac OS X support skills
- Proficient with UNIX command line
- Good working knowledge of Mac/Windows integration
- Solid familiarity with wired and wireless networks
- Effective troubleshooting and repair skills

Application Support Experience:

- Most Apple products, including iLife, Keynote, Final Cut Pro, ARD
- Full range of Adobe products
- QuarkXPress 4-6
- Extensis Font Reserve and Suitcase
- Microsoft Office suite

Personality Characteristics:

- Strong, energetic work ethic
- Plays well with others
- Versatile skill set
- Good communication skills
- Strong ambition and initiative

Experience

July 2000 -
present

The Martin Agency, Inc. Richmond, VA

Customer Engineer II

- Provided desktop support for 120 Macintosh users in a demanding ad agency environment
- Eagerly assisted users in understanding and solving technical problems
- Advised management on computer and peripheral purchases
- Initiated, designed, and implemented database-driven intranet and extranet websites

September 2000 -
present

Freelance Macintosh Consulting Richmond, VA

- Assisted clients with various software, hardware, and network problem solving
- Installed and configured wired and wireless home networks
- Performed Mac OS X installation and training

August 1998 -
July 2000

Radford University Academic Computing Radford, VA

Macintosh Technician/Web Developer

- Provided technical support for faculty workstations and maintained Macintosh labs
- Designed and maintained departmental web site
- Explored and developed the use of new technologies for educational use

May 1998-
August 1999

Rockingham County Public Schools Harrisonburg, VA

Technology Staff Summer Intern

- Aided in the installation of 20 new PowerMac G3 AIO and iMac labs
- Troubleshoot hardware and software on more than 2,500 networked computers
- Aided in the implementation of a proxy firewall and configuration of workstations
- Designed and implemented new school system web site

February 1998 -
May 1998

Radford University Academic Computing Radford, VA

Computer Lab Assistant

- Monitored a computer lab with 30 Windows NT 4.0 workstations
- Assisted students with common computer problems [MS Office, Internet applications]

Education**Radford University** Radford, VABachelor of Business Administration May 2000, **Information Systems**

**Extracurricular
Activities****XMUG** - Richmond Area Mac User Group [<http://www.xmug.org>]**Vice President / Communications Coordinator** [2002 - Present]

Collaborated with other executive board members to organize meetings and special events

Assisted fellow Mac enthusiasts with technical questions/problems

Designed and updated group website

CustomTacos.com - Automotive Website [<http://www.CustomTacos.com>]**Owner and Webmaster** [2001 - Present]

Designed, implemented, and maintained community website for automotive enthusiasts

Recruited moderating staff to assist with site maintenance

Grew community to over 5500 loyal registered users

Managed dedicated Red Hat 9 server

Whim - Radford University Web Magazine [<http://www.ruwhim.com>]**Managing Editor** [1998 - 2000]

Participated in the design and programming of new technologies and interfaces

Assisted in the development and training of staff members

Managed staff writers and updated weekly content
