

# David Hunter Reuss

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## Employment Goals:

To use my skills in a productive working environment while continuing to add to my knowledge base. To expand my current abilities to include new technologies and a greater understanding of current practices. To enable myself to be in a leadership position while constantly improving on those skills.

## Computer Skills:

- Windows NT/2000/2003 Server
  - Novell Netware and NDS Directory/NDS for Windows
  - Active Directory and Group Policy Objects
  - Windows Operating systems:
  - Windows 3.1
  - Windows for Workgroups
  - Win95/98/ME
  - WinNT/2000
  - Windows XP
  - Windows Business and Productivity Suites
  - MacOS All Versions: 4.2.1 - 9.2
  - MacOS X: 10.0 - 10.4.x
  - MacOS Server Solution Software
  - MacOS Business and Communications Applications
  - MacOS Internet Applications
  - UNIX including Linux, BSD and MacOSX Server
  - UNIX applications and administration
  - HTML/XML/XSLT Transforms
  - JavaScript/PERL
  - FileMaker Pro
  - Lotus Notes Domino
  - Desktop Publishing and Web Design Applications
  - LAN/WAN Administration
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- Nine years PC experience with seven years support experience. A complete knowledge of Windows Operating systems including system management, application support and troubleshooting. Working knowledge of many of the standard application packages used in business today and a general knowledge of Windows Networking strategies including Domain structures and Novell NetWare for Windows and NDS for NT. Active role in devising Active Directory and Group Policy for large enterprises.
  - Twenty years Macintosh experience with eleven years support experience. A strong knowledge of MacOS, its inner-workings and system structure ranging from System 4.2.1 to MacOS 9.0, MacOS server platforms such as AppleShare IP 6.3, MacOSX Server and MacOSX as a client (10.0-10.4.X) as well as standard applications packages. Skilled in all

Macintosh Internet applications, as well as a complete understanding of LAN and WAN configurations and enterprise integration.

- A working knowledge of Unix including Linux, Mach, BSD and MacOSX Server. Unix applications such as Apache and a general knowledge of system administration and file system control.
- Extensive work with HTML, XML, XSLT, Javascript, PERL and FileMaker Pro for the Web. Strengths include Adobe Photoshop, PageMaker/InDesign, Go Live, LiveMotion and ImageReady. Macromedia Dreamweaver, Fireworks and Flash. Training and work experience in both Lotus Notes Domino and Novell Services.

## **Employment History:**

### TriWest Healthcare Alliance-Phoenix, AZ 2/05-Present

Enterprise Distributes Systems Lead Technician Level IV.

- Technical and supervisory lead to desktop and frontline support staff in highly specialized healthcare provider. Provided technical guidance for everyday issues, while devising long term strategies, policies and goals for the organization. Also served as Help Desk Manager, in interim.

Special Projects:

- Web Applications (FileMaker, HTML, XML,XLST): Create customized application packages for deployment on the internal web site including project tracking, MAC Requests, loaner library and asset tracking.
- Inventory and Asset Control System (FileMaker Pro, HTML): Customized the inventory and asset control system with various front ends for various levels of business complete with automated emails for multilevel approvals.
- Software deployment and packaging of Microsoft applications, patches and other, third party products.
- Active Directory Reorganization: Devised a methodology to bring all sub-departments under 14 main departments, and created AD groups to manage and maintain these department's access to shared data on NAS.

### PETsMART, Inc.-Phoenix, AZ 8/01-2-05

Desktop Services Group Technical Support Specialist Level 2.

- Aid in maintaining 1400 computer systems for the retail firm's Store Support Group. Duties include troubleshooting and maintenance of both hardware and software.

Special Projects

- Web Applications (Perl, HTML): Create applications for deployment on the internal web site including time tracking, MAC Requests, personnel data and asset tracking.
- Inventory and Asset Control System (Filemaker Pro, HTML): Developed a warehouse inventory control system capable of handling 10,000 part numbers complete with automated emails for reordering and level control.
- MAC Request Automation System (HTML, JavaScript, CDML, Filemaker Pro): Created a front end for MAC Request submission by the user community and a backend to process data and expedite requests to correct teams. Process includes an escalation and approval process via email and web.
- Laptop Upgrades: Update entire fleet of 200 field systems from IBM 390X laptops to Dell Latitudes.

Analysts International Corporation-Phoenix, AZ. 5/00 to 2/01

- AIC assumed all contracts through ON Semiconductor from Inacom.

Inacom Corporation-Phoenix, AZ. 8/99 –6/00

Senior Team Lead

- Team Lead for Motorola/ON Semiconductor's Desktop and Server Support group. Directly managed a team of 6 technicians performing heavy troubleshooting and on-site support of Motorola/ON Semiconductor's on-site internal desktop computers and servers and managed leads of 4 other similar teams.
- Global Technical contact for ON Semiconductor's Global rollout of Timbuktu software. Designed and deployed installation packages and wrote training materials for the application on both Macintosh and PC platforms.
- Desktop Support Solutions. Initial contact for all new strategies and technologies to be used internally by the Desktop and Server Support Group. Designed and deployed e-Solutions, web pages, databases, communications media such as flyers and business cards.
- ON Semiconductor Corporate Desktop and Server Support relief. Second in command of the Desktop and Server Support group at corporate headquarters leading a team of 35 technicians and staff members when relief is needed by the Management.

Arcus Data Staffing-Phoenix, AZ. 8/97-8/99

Tier III Support Representative

- Tier III Support for Motorola's on-site internal desktop computers and server units with an emphasis on customer service for the user.
- Troubleshooting and problem solving skills were required to fix most issues and a solid understanding of MacOS based machines was needed for most resolutions.

MicroAge, Inc.-Tempe, AZ. 9/96-5/97

Level II Technical Support Specialist

- Served Apple Computer's Performa and High Volume Systems as a technical support representative.
- Performed telephone support and assistance to other call representatives, specializing in general system repair and maintenance, as well as Internet configuration and support.

**Education:**

- Chaparral High School, Scottsdale, AZ.
- Scottsdale Community College, Scottsdale, AZ.

**Other Skills:**

7 years Spanish-speaking experience and 6 years restaurant management. Mechanically inclined, as auto mechanics in a hobby.

References available upon request.