David L. Presberg
Desktop Support

51 Farwell Road   **978-649-4348**
Tyngsboro, MA 01879   **Pres@mail2.gis.net**

SUMMARY

I increase individual and organizational productivity through careful desktop support by investigating, correcting, and documenting issues and their solutions thoroughly. My up-to-the-minute knowledge of mixed environments of operating systems, hardware platforms, and peripherals allows me to identify the source of problems. I minimized business meeting delays by quickly adapting visitors' laptops to the requirements of the firm's WiFi access. Similarly, I assisted users who needed to connect to display/projector devices or printers. I diagnosed and resolved a complex issue in the CFO's Windows 7 laptop, enabling him to work remotely.

Understanding the needs of many different types of users: call center reps, administrative staff, C-level executives, and developers, enables me to appropriately prioritize and assist them. I can tailor the complexity of my questions and explanations depending on the audience. I like the interpersonal component of desktop support after a long career in software engineering.

My work and avocations have provided me with hands-on use, and more recent maintenance, of desktop and laptop computers, display devices, and projectors, as well as various brands of mobile phones and smartphones. I am trained in maintenance of Microsoft OS versions, including XP, Vista and Windows, and on mobile phones WindowsCE. In addition, I have had for many years hands-on experience with Macintosh OS versions from 4.x through X, as well as Unix, BSD, and Linux usage.

CERTIFICATIONS

Microsoft:	MCTS, Windows 7, Configuration; MCDST, Windows XP	2010
CompTIA:	A+ IT Technician; Network+	2008

PROFESSIONAL EXPERIENCE

North Shore Computer Society, Members Clinics   **Peabody, MA**
Volunteer PC Technician (Ongoing scheduled events; Time-available effort.)   2008 to Present

- Improved computer utility for novice users by removing unneeded startup items from main system and unwanted auto-start from thumb-drive. Recent consultation on Win8 failed installation.

- Remediated user PCs adjusting drivers to be correct. Interpreted memory usage information, Simplified interactions with firewall software, and documented processes for their future use.

- Trained novice user of MS Word 2002 as to how to repair formatting problems in enormously long manuscript by carefully using existing style tags. Aided an intermediate user in completing a backup to an external USB drive.

Jericho Road Project: Merr. Rvr. Watersh. Cncl. (MRWC), Youth Dev. Org. (YDO) Lawrence, MA
Volunteer for IT Infrastructure (Ongoing projects; As time-available effort.)   2008 to Present

- (2012) Repaired MRWC staff workstation with flawed partially-removed application that caused hangs when attempting to create new Windows folders. Documented prior-staff installed but unused applications and advised removals, cleanups, backup mechanisms. Significant PC speedups.

- (2008) Consulted YDO staff to adapt YDO laptops to work with hosted Northern Essex Community College network. Cleaned up unused applications on YDO laptop from previous non-profit staff usage. Recommended optimum installation of new YDO database at NECC.

Acton Networkers Job-Search Networking Group   **Acton, MA**
Volunteer for IT Issues (Ongoing scheduled events; As time-available effort.)   2007 to Present

- Diagnosed member's partially-failing ISP interface device. His subsequent call to ISP was more brief than earlier and resulted in timely replacement of device by ISP. Event-meeting IT support.

Raytheon, Inc.   **Billerica, Tewksbury, and Andover, MA**
PC Desktop Technician (Contractor)   May to Oct 2011

- Member of CSC, Inc., staff providing lease refresh activities for a wide cross-section of Raytheon employees, including Executives, Engineers, Financial Analysts, Managers of Tradesmen.
- Imaged new laptops and desktops with secure Windows 7 OS, and completed the refresh by installing user-required applications, transferring their prior device user-data and briefing the users in the use of their new machines.
- Over the short course of the contract, successfully completed the refresh activity by providing significant 1-on-1 support for each user, effectively addressing the wide range of experience individual employees had had with both Windows XP and the new OS Windows 7.

PlumChoice, Inc.   **Billerica, MA**
Desktop Support Technician   2008 to 2010

- Supported 200 local and 500 remote computer users in IT Desktop Support role for hardware, software, and communications issues as team member.
- Installed, updated, and repaired PC software and hardware, including HP/Dell/Apple desktops, laptops, and printers. Completed internal disk, memory, WiFi and video card installation and replacement. Configured TCP/IP on LAN and WLAN interfaces.
- Ordered, provisioned, analyzed failures, and repaired over 100 mobile phone and computer devices, including BlackBerry, iPhone, DROID, and Samsung smart phones, as well as over 25 WiFi- and broadband-enabled laptops and netbooks.
- Interacted with all levels of corporate staff, from local and remote call center agents, remote technicians, developers, and managers, up through C-level management.
- Added, enabled, disabled, and adjusted accounts and properties in Microsoft Active Directory. Helped manage Organizational Unit structure in AD, for Security Groups and Distribution Lists, and adjusted privileges for access to remote file resources.
- Handled local and remote user issue analysis, problem solving, troubleshooting, and triaging of hardware and software issues via email, phone, and in-person. Documented and tracked service requests and analyses and wrote resolution reports, including new process documentation.

TAC Worldwide, Inc.   **Dedham, MA**
PC Install Technician   2008

- Interacted with pharmacy store managers to assure safe shutdown for 3-hour upgrade, on sites until central network controllers confirmed correct interaction with store LAN.
- Replaced small routers with larger unit including replacing power provisioning and entire Internet patch cabling to assure continued correct interfaces to pharmacy chain network.

EDUCATION, TRAINING, AND PROFESSIONAL ACTIVITIES

New Horizons Computer Learning Centers   **Nashua, NH**
Coursework in preparation for CompTIA, Microsoft, and NHA certifications.   2008 and 2010

HIMSS and local Technical Societies, Special Interest Groups   **Greater Boston Area, MA**
Technology training programs and webinars on security, mobile devices, health info.   2007 to Present

New York University, School of Engineering and Science   **Bronx, NY**
Bachelor of Science in Applied Mathematics and Computer Science, *magna cum laude.*

Greater Boston Chapter/ACM   **Greater Boston Area, MA**
Executive Board Member; IS Committee Member.   1998 to Present

Programming on the Whiteboard   **Greater Boston Area, MA**
Founder and Leader programming skills maintenance group. Presentation training.   2003 to 2004

US Army Veteran

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PROFESSIONAL EXPERIENCE IN SOFTWARE ENGINEERING

Carbon Design Systems, Inc.	**Acton, MA**	
Senior Software Engineer	2007 to 2008	
Advanced Micro Devices, Inc. (formerly ATI, Inc.)	**Marlboro, MA**	
Staff Software Engineer in 3D Graphics Compiler Group	2005 to 2007	
Ounce Labs, Inc.	**Waltham, MA**	
Senior Software Engineer	2004	
Hewlett-Packard Company	**Nashua, NH**	
Consultant on Compiler Design Project	2004	
Wednesday is Networking Day (WIND)	**Boston Area, MA**	
Manager OO Project Design/Implementation Group	2003	
Mindspeed Technologies, Inc.	**Framingham, MA**	
Principal Software Engineer in Tools Group	1998 to 2002	
Analog Devices, Computer Products Division.	**Norwood, MA**	
Senior Compiler Engineer	1997 to 1998	

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