

David Luckhardt
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OBJECTIVE

Desktop Support Tech / Engineer, Mac Guru

QUALIFICATIONS

- Macintosh network and desktop support specialist, extensive PC experience
- Expert support for Adobe CS and CC, animation and audio software
- In-depth technical documentation and training material writing skills
- Proficient in Google Apps, FlashPanel, Gmail and Casper JAMF
- Over 20 years experience in computer analysis, support and training

PROFESSIONAL EXPERIENCE

VARIOUS FIRMS / RH TECH, (Contractor) SF, USA Dec. 14 – current
Desktop Support: Supporting Macs and PCs at Robert Half Tech clients in the Bay Area.

COUNSYL / ROCKET SCIENCE, (Contractor) SF, USA Sept. 14 – Jan. 15
Mission Specialist: Supporting Macs and PCs at Counsyl biotech in SSF and other clients using Casper JAMF, FlashPanel, Rackspace, Office 365, Gmail, CrashPlan, Bomgar remote and AutoTask tracking systems. Helped restructure Desktop Support systems at Counsyl.

BIOMARIN / TAOS (Contractor), Novato, USA May 14 – Aug. 14
WIN8.1 Rollout Support: Via Taos Consulting, lead team of 6 for 800+ WIN8.1 Lenovo laptop deployment and Office365 migration at Novato and San Rafael campuses.

HORTONWORKS / TAOS (Contractor), Palo Alto, USA Feb. 14 – April 14
Mac Desktop Support: Via Taos Consulting, responsible for 150+ Macs using JAMF.

POPSUGAR / ROCKET SCIENCE, (Contractor) SF, USA July 13 – Feb. 14
Desktop Support Mac Specialist: Supported 400+ Mac and PCs at POPSUGAR's US and UK offices. Did remote support of 30+ Rocket clients, using Adobe Creative Cloud, Google Gmail, RackSpace servers, Office 365, FlashPanel and JAMF.

HOFFMAN LEWIS, (Contractor) SF, USA April 13 – May 13
Desktop Support Mac Specialist: Via Robert Half Tech, short-term paternity leave coverage. Provided SF & St. Louis ad agencies with Mac desktop and server support.

RESTORATION HARDWARE, Corte Madera, USA Oct. 11 – Mar 13
Desktop Support Mac Specialist: Supported 700+ clients at headquarters plus international stores on Mac and WIN7. Managed OSX 10.8 Macs via JAMF. Supported catalog publishing, migration from PC to Mac, and move from Exchange to Google Apps.

Resume of David Luckhardt, 510.604.8203

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

NASA AMES, (Contractor), Mountain View, USA Jan. 09 – June 11
Lockheed Martin Desktop Support: Via Intrinsic. Supported 2000+ NASA clients for
PC and Mac networking, software & hardware issues, Mac OS 10.6 and WIN7 upgrades,
plus Active Directory migration. Remedy ticket tracking system. NASA Security clearance.

LEAPFROG ENTERPRISES, Emeryville, USA July 04 – Dec. 08
Desktop Specialist: Managed 200+ Macs. Set up AfterEffects and Final Cut Pro, Active
Directory migration, Adobe CS migration, engineered OS builds, set up Extensis font server.
Audio: Logic 8, Melodyne, ProTools, WAVES, and iLok USB key certs.

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.

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

FARALLON / PROXIM, San Leandro, USA Oct. 98 - July 01
Sr. Hardware QA Engineer: Created test plans for all beta and shipping versions OSX and
Windows. Specialized in wireless cards, access points, and Gigabit switches.

PEACHPIT PRESS (Contractor), Berkeley, USA Feb. 98 - Oct 98
Network Admin: Supported 40+ users in high-tech publishing; VPN, backups, and servers.

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

CHARLES SCHWAB (Contractor), San Francisco, USA Nov. 96 - July 97
Macintosh SysAdmin: Supported 230+ Macs in the San Francisco office, upgraded OS.

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

CAL STATE AUTOMOBILE ASSOCIATION, San Francisco, USA July 92 - Mar. 95
Technical Support Analyst: Responsible for 250+ Macs. Documented procedures/policies.

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
7+ years of Macintosh Admin track workshops at MacWorld Expo