Apple Mac Support Resume

Job Objective

Seeking a position as Apple Mac Support in a reputed organization where I can utilize my knowledge and experience.

Summary of Qualifications:

- Sound knowledge of Mac OSX
- Extensive knowledge of Apple server technologies including Open Directory, Portable Homes, Network Homes, XSAN and SUS
- In-depth knowledge of Casper Suite, Extensis Portfolio, FileMakerPro server and QLA
- Excellent written and oral communication skills
- Deep knowledge of networking technologies and protocols
- Ability to communicate effectively both verbally and in writing
- Good judgment, problem-solving, and decision-making skills

Work Experience:

Apple Mac Support, August 2005 – Present
Apple – Santa Clara Valley, CA

- Handled daily help desk tickets from call placement to problem resolution to follow-up.
- Developed new systems to further simplify and organize various company processes.
- Organized and followed company documentation policies exactly whenever changes are made.
- Evaluated and installed new software packages to support Creative Services group.
- Maintained department records pertaining to all hardware, software and network changes.
- Defined standards for desktop and laptops, OS, applications, licensing, patches, security, virus software, deployments and imaging.

Education:

Bachelors Degree in Networking Security, William Carey College, Mississippi, MS

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