

DAVID M REED

IT Support Engineer

Los Angeles, CA || davychan@gmail.com || 310 623 7574

Employment History

IT Contractor - Migration & Helpdesk

LIONSGATE Entertainment, Santa Monica, CA

2019 - Present

Description: Entertainment Company

- Office 365 migration & support (contract position)
- Windows 7 to Windows 10 upgrade
- HelpDesk: Service Now

Consultant

FRIENDLY IT, Los Angeles, CA

2018 - Present

Description: IT Consulting business

- Support Mac & PC technology for clientele, from the residential to small businesses
- Acquisition, configuration, & troubleshooting for workstations, servers, network
- Hardware upgrades & repair; Monitoring & support services

Information Technology Manager

LMNO Entertainment Group, Los Angeles, CA

2015 - 2018

(later: **Anvil 1893 Entertainment, Inc.**)

Description: Reality TV and entertainment production and post production studio

- Support over 150 computers & laptops, data services, phone systems
- Manage servers and data backups
- Manage phone systems, firewall, email, peripherals, WiFi, SSLs, DHCP, DNS
- Provide remote services & support for off-site production crew
- Asset management: IT Inventory & equipment loan-outs, software audits
- Supervise IT vendors, contractors, service providers

Information Systems Manager

Fraser Communications, Los Angeles, CA

2012 - 2015

Description: Award winning advertising agency, fast paced, technology intensive

- Desktop Support: Windows XP, 7, OS X 10.5-10.10;
- Server Support: Windows Server 2003, OS X 10.6-10.10,
- Develop online IT documentation resource website for staff
- Evaluate, procure, install, configure, maintain, troubleshoot, upgrade and update a variety of hardware and software.
- Manage local and cloud services, including Google Apps for Business.
- Maintain company tech inventory

Technology Consultant & Business Coordinator

CoreQuick, Beverly Hills, CA

2008 - 2012

Description: boutique Apple technology consulting firm providing small business and corporate IT support.

- On-site and remote technology support & maintenance
- Manage and support desktops, servers,& mobile devices
- Provide infrastructure assessment and IT training in clear, client-friendly language with accompanying instructional material.
- Remote support & consulting, customer service
- Coordinate team system engineers
- Triage customer technology issues
- Provide on-site training and system support

Academic Technologist

Occidental College, Eagle Rock, CA

2000-2008

Description: Private, four-year college with over 500 faculty and staff, and over 5,000 students

- Responsible for college technology adoption
- Develop extensive digital literacy training program
- Manage campus-wide technology training resources
- Design and deliver technology workshops to faculty, administrators and students
- Supervise Computer lab staff
- Showcase emerging technologies and technology trends
- Managed student workers

Education

B.A., English Literature, UCLA 1993

M.A., English Literature, Washington University 1994