

PETER BARSBY

Portland, Maine · peter@peterbarsby.com · 603 261 0318

EXPERIENCE

Stroudwater Distillery

Production Technician

Portland, Maine

April 2021 - Present

- Maintaining and operating Computer Automated and PLC controlled equipment.
- Performing routine maintenance of machinery to minimize disruption in operation.
- Maintaining inventory of spare parts and supplies.

Apple

Support Specialist & Sales Specialist

South Portland, Maine and Remote

September 2019 - Present

- Understanding technical concepts and communicating with non-technical customers.
- Strong experience in sales and technology solutions, developing customer loyalty.
- Ability to learn new products and features, sharing knowledge with colleagues.
- Diagnose and troubleshoot iOS and MacOS devices.

Idexx Laboratories

Technical Support

Westbrook, Maine

August 2020 - April 2021

- Resolved client reported issues related to hardware, operating systems and configuration issues through troubleshooting and following standard procedures.
- Maintain records of actions undertaken during troubleshooting, and updating previous case notes.
- Resolve desktop and analyzer communication problems on the LAN.
- Providing consistent and professional troubleshooting services via remote access and one-on-one technician to customer step-by-step telephonic instructions.
- Investigate and implement software driver upgrades, operating system upgrades and database rebuilds.

Self Employed

Support Engineer and Developer

Portland, Maine

June 2017 - May 2020

- Developed and rolled out REST-based APIs.
- Experience developing applications using modern web technologies, including HTML/CSS/JavaScript, Swift and C#
- Prototype and troubleshoot different solutions and translated learnings to shipping code.
- Providing technical solutions and responding to technical requests from customers through mail, chat, web conference, and support portal.
- Experience with server-side JavaScript (Node.js).
- Maintained and administered over 120 Mac servers and nodes.

Blynk Group

Digital Media Engineer

Bradford, United Kingdom

August 2012 - June 2017

- Created Bash, Python, and Batch scripts to assist in auditing, file checking, and asset management.
- Respond to assigned tickets and manage them in a Trouble Ticket System
- Ensured global Audio Visual and Digital Signage platforms are fully operational.
- Remote and on-site installation and repairs of video and projection equipment.
- Installed and troubleshoot LAN and WAN connectivity.
- Mobile device provisioning, and app distribution.
- Analyzed, diagnosed server problems and provided a resolution remotely by using RDP or ARD.

McKendrick Multimedia

Network Scheduler

Otley, United Kingdom

May 2010 - August 2013

- Performed hardware installations for Mac computers.
- Developing media, editing, and production workflows.
- Scheduling advertising campaigns across property advertising holdings and digital video walls.
- Evaluated new software and hardware products.