

David Mathes

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PORTFOLIO/WEB

<https://www.davemathes.com>

<https://www.github.com/border-in-canada>

<https://codepen.io/border-in-canada>

<https://www.linkedin.com/in/davemathes>

CERTIFICATIONS

- Free Code Camp - Responsive Web Design Certification
- Free Code Camp - Javascript & Data Structures Certification
- Apple Certified Macintosh Technician

NOTABLE SKILLS

- HTML, CSS, Javascript, React, Redux, Git, Bootstrap, JQuery
- Apple Certified Macintosh/iOS Technician
- Druva InSync Backups
- Filewave, LANRev, and Absolute Manage MDM systems
- Chromebook, HP, Dell, and Samsung PC Repair
- Intermapper Network Documentation and Auditing software
- Android Support
- Deploy Studio and Altiris Imaging/Deployment Software
- DD Rescue/Linux Recovery Tools
- Konica/Xerox/Ricoh/HP Printer Management
- Windows 7/8/10 Management
- MS Office & Outlook
- Google Apps/Gmail Support
- Logic Pro, Ableton Live, and all aspects of hardware audio engineering/recording/composition

WORK EXPERIENCE

TIER II HELP DESK / SERVICE TECHNICIAN - GRESHAM-BARLOW SCHOOL DISTRICT (2014-CURRENT)

I am the Apple Certified Technician of the district and oversee repair and deployment of the district's 1,200+ Mac and iOS, Windows, and Chrome Devices. I provide secondary support for 19

schools across the district, and am direct support for the district and administrative offices. My duties are multi-faceted and include:

- Mac and PC hardware repair
- Assisting and maintaining network infrastructure and documentation
- Deploying and maintaining network printers
- Providing tier II help desk support and project management
- Assisting with district website migration
- Assisting with MDM device management and DEP enrollment – Filewave, LANRev, & Absolute Manage MDM systems
- Enterprise iOS/Chromebook/Lab deployment
- Imaging – Deploy Studio, & Altiris deployment systems
- Data recovery
- Adobe software licensing, packaging, and documentation
- A/V installation and maintenance
- Google Apps and email support
- Knowledge base procedure documentation
- Navigating maintenance requests with contractors
- Reporting tech issues with third party technology database systems
- Overseeing district projects and tier I technician procedures

RETAIL & REPAIR MANAGER / ON-SITE COORDINATOR / MACINTOSH TECHNICIAN - CHARLOTTE STREET COMPUTERS (2008-2014)

I managed all retail and repair operations including:

- Employee schedules
- Business and residential on-site appointments and billing
- Tracking sales and receipts
- Managing pricing and inventory using Lightspeed POS system
- Customer service resolutions
- Hiring and training of retail employees
- Repair audits
- Developed tutoring programs/classes in Mac applications and Ableton Live music production software.

The facility was voted the #1 computer repair store in Western North Carolina by the surrounding community throughout my tenure as store manager.

EDUCATION

Appalachian State University, Boone NC - B.A. Music Education, 2006 Cum Laude

REFERENCES

Bill DeWitz, Tech Director – GBSD (503) 258-4777

Sheryl Andrade, Help Desk Coordinator – GBSD (503) 258-4771

Robert Garmhausen, Personal Mentor / Web Developer - Dude Solutions (919) 888-1625