

Daniel Vinson

IT Expert

danielvinson@gmail.com

Summary

Experienced in IT Support and Service, Programming, Hardware QA, Web design.

Experience

QA Test Engineer at OCZ Technology

March 2012 - Present (9 months)

Interoperability Testing with SATA, mSATA, and PCIe devices on Desktop motherboards and laptops in Windows, OSX, and Linux environments. Bug Regression and Replication testing on all platforms.

Manage all bug testing for the Interoperability team - collect and report on all data from testing to both internal and external parties and work with Engineering or Firmware teams to ensure swift handling of bugs.

Maintain internal automation software for Windows testing. Develop, Release, and Maintain OSX automation software.

PC/HO Sales at Best Buy

July 2011 - May 2012 (11 months)

Learned computer and service sales in a team environment. Improved my knowledge on customer needs, expectations, and background knowledge. Kept up with the latest and greatest in computers, printers, networking equipment, tablets, and smart phones. Worked on my skills in teaching customers with little to no background knowledge how to do some of the coolest things in technology.

Technician/Web Designer at Help Desk Computers

May 2009 - February 2011 (1 year 10 months)

On-site and remote support and installation of servers, networks, and PCs for residential customers and businesses with as many as 100 users. In shop repair of PC and Mac hardware and software. Worked directly with customers over the phone, in store, and on site to establish and maintain a helpful and friendly professional relationship.

Designed and maintained brand new website for the company, from planning stages, through creating, and deployment. Wrote and sent a monthly newsletter to our network of 500+ customers. Created and supported multiple customer websites. Managed hosting and domains for many clients.

Technology Intern at Northshore School District

June 2007 - July 2007 (2 months)

Supported a school-district wide network of both PCs and Macs. Helped deploy hundreds of new

workstations while supporting all existing teacher and student installations. Repaired Mac hardware in our warehouse.

Intern at Titan Computer Services

July 2004 - August 2004 (2 months)

Learned to support and repair computer hardware, software, and printers with help and mentoring from Senior Techs. Assisted in on-site installation and repair of computers and networks.

Skills & Expertise

Wordpress

jQuery

QuickBooks

Kaseya

Mac

Printers

Servers

Hardware

Help Desk Support

Remote Desktop

Routers

Mac OS X

Computer Hardware

Windows

Windows 7

Courses

Independent Coursework

CCNA Training

Certifications

A+

CompTIA 2002

Education

San Jose State University

Computer Science, 2007 - 2012

Interests

Playing Guitar, Listening to and writing music, Designing web sites.

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[Contact Daniel on LinkedIn](#)