

# David A Timm

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## Technical Skills

- Learning new things quickly (I learned L<sup>A</sup>T<sub>E</sub>X just for this!)
- C/C++, C#.NET, Python, Java, Perl, GNU tools
- General problem isolation and troubleshooting (I'm awesome at this)
- Desktop wired and wireless support
- Dell laptop and desktop hardware replacement
- Active Directory administration/Directory Services API
- Windows, Mac OS X, Linux, Android and iOS

## Experience

**Site Visit Tech:** 05/13–Present Denver Public Schools **Denver, CO**

I roam from town to town, helping those in need. . . I support schools in the deployment, use, and repair of any technology a student may lay their hands on. Smart boards, computers of all stripes, clickers, nComputing, printers, and even a few electric pencil sharpeners.

**Hotline Tech II:** 05/11–05/13 Denver Public Schools **Denver, CO**

I was first/second line tech support for staff of Denver Public Schools. Financial and HR software, wireless connections, Mac, PC, all that fun stuff. My record for tickets processed in a day still stands at 232.

**Student:** 02/10–04/11 Colorado School of Trades **Lakewood, CO**

Gunsmithing? Really!? I spent fourteen months completing a program that encompassed troubleshooting, repairing, and building (from blueprints or to purpose) parts for firearms. It has helped my ability to visualize problems and directly taught me a lot of very interesting skills. There were many resources available to students to complete their work, and as a student, I was expected to take advantage of them. The curriculum takes students through basic fabrication, machining, woodworking, and design/function courses, covering special tools and techniques as they apply to the trade. I completed the program with a 3.3 GPA.

**Associate Systems Admin:** 02/08—10/09 Dish Network **Littleton, CO**

Four technicians supported all access requests across the Dish Network enterprise. Billing software, Active Directory, UNIX accounts, VPN, and more all came to us. We also handled all requests to terminate this access, and while I was at Dish Network, I developed a C#.NET application that automatically took the output of the HR system and used it to find and terminate access across Active Directory and several other applications. I also oversaw the conversion of Dish's VPN to a two-factor certificate authentication and assisted in deploying it.

**RMA support tech:** 09/07–10/07 Bolder Staffing **Boulder, CO**

All software troubleshooting for Polycom IP phones went through our desk. When it was unresolvable, we gave the customer an RMA number and processed a replacement.

**Tech Support Analyst:** 04/2007–06/2007 TEK Systems **Lafayette, CO**

We supported payroll and CAD software for Northrup Grumman contractors all over the world, from the Baghdad green zone to the shipyards of Pascagoula, MS.

**Tech Support Analyst:** 05/06–08/07 CCI, Inc. **Boulder, CO**

Along with a team of thirty other technicians, I supported Cisco Systems employees with nearly every aspect of computer support. In-depth troubleshooting of Microsoft products, VPN software, networking, and several proprietary tools all fell under our jurisdiction. I was consistently atop (or close) the list of agent performance metrics by call time, resolution rate, calls handled, and customer satisfaction. I trained several new agents while I worked there, and I helped to develop numerous support documents for future use.