

Daniel Evans



Email

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Certifications

Apple Macintosh
Technician

Dell Technician



Web

<http://www.evansdaniel.com>



RWX Groups

- Big Brothers Big Sisters of Massachusetts Bay
- Apple Developer Community
- Year Up



Summary

Tier III support IT professional with 15 years of experience eager to be of service. Flexible, professional, creative, and service-oriented. Autonomous multi-tasker seasoned in prioritization of tasks. Team player who drives success. Winner of 2009 Children's Hospital "Employee of the Month" award.



Key Skills

Global Service Exchange (GSX) Admin., BMC Remedy Call Management System, Crash Plan, Citrix, FileVault, McAfee EndPoint, Bitlocker, Mac Genius (OS X, iOS, Parallels), Windows, Unix, Linux, Android OS, VMWare, Virtual Box, Active Directory, Exchange, SharePoint, Aruba ClearPass, Various clinical applications



Experience

Boston Children's Hospital, Boston, MA

Tier III Support Professional, Information Services Department (2004-Present)

- Technical support lead for Research Computing department
- Managing support tasks across a team of 5 tier I and II technicians
- Provide a high level, fee-based service for the research community
- Technical Lead on major lab migrations and onboarding of new labs
- Management of Mac OS X and Windows backup servers
- Management of Remedy request system providing fast and efficient services to our clients
- GSX administrator managing the repair of Apple hardware
- Repair of Dell, Lenovo, HP and generic hardware
- Provided Apple Certified Macintosh Technician training for tier I and II technicians
- Personalized support for heads of departments

Apple Inc., Chestnut Hill, MA

Mac Genius (2002-2006)

- Repair all Apple products
- Face-to-face support for Apple hardware and software
- Fast-paced customer interaction while maintaining a high level of customer service
- Provided customers with solid solutions for various hard-to-fix issues
- Created and maintained a work schedule for a team of 10 Mac Geniuses
- Worked closely with management to resolve inventory variances

Crate and Barrel, Banana Republic, Chestnut Hill, MA

Sales associate (2002-2003)

- Retail sales and customer service in high-output stores with large revenue
- Excelled in customer support and inventory management

Mac Outfitters, Cranberry, PA

Service Manager (1998-2002)

- Repair, support, and inventory management of all Apple products
- Management of retail store inventory and point-of-sale systems