

David Doran

9220 NW McKenna Dr

Portland, OR 97229

Cell: 818-406-2350

E-mail: david.doran1968@gmail.com

Objective:

A Corporate IT position where I can apply my strong technical background and problem-solving skills to enhancing the computing experience for end users.

Profile:

Highly experienced, service-oriented and dynamic IT Consultant with a passion for solving technical problems.

Over a decade of experience supporting end users by troubleshooting, configuring and upgrading PC and Mac platforms, peripherals and software, as well as wired and wireless networks and mobile computing solutions.

A team player with strong communication and research skills and a commitment to quality outcomes who masters new skills and environments quickly and enthusiastically.

Tools:

MS Office, MS FrontPage, Adobe Acrobat, Final Cut Pro, Photoshop, FoxPro, FileMaker Pro, Citrix GoToMyPC, OpenOffice.

Experience:

Global Resources, Ltd. Tinton Falls, NJ (2009 – Present)

Lead Technician, WaMu-Chase branch hardware conversion project

- Managed team of technicians tasked with converting bank branch hardware.
- Cabled, installed and configured teller workstations, check scanners, receipt printers and secure pinpads.
- Performed QA checks on all workstations and peripherals.
- Interfaced closely with branch manager and bank personnel to ensure continuous operation of branch during changeover.

PROMETHEUS ENTERTAINMENT, Los Angeles, CA, (2008-2009)

Tape Vault Manager

- Administered and maintained large video tape and film archive for media production company.
- Labeled, shelved and tracked new media acquisitions and entered into proprietary database.
- Performed tape and footage research for production teams; dubbed and distributed digital copies of ongoing productions.

AVATAR COMPUTER CONSULTING, Los Angeles, CA (2006-2008)

PC Support Technician

- Diagnosed, repaired and upgraded PC and Mac platforms, peripherals, software and mobile computing devices.
- Installed and configured wireless home networks and peripheral hardware.
- Provided technical support to customers via phone and remote desktop connection.
- Performed administrative tasks for small business. Answered phones, scheduled appointments and travel, managed billing and invoicing systems.

LEARNET ACADEMY, Los Angeles, CA (2006)

Computer Skills Instructor (part-time)

- Taught courses on Microsoft Word, Excel, Photoshop, basic computing concepts and Internet security applications to adult ESL students.

SELF-EMPLOYED, Los Angeles, CA (2005-2008)

IT Consultant

- Supported end-users with in-person, remote desktop and telephone troubleshooting and resolution of computers, networks and peripheral devices.
- Recommended hardware and software solutions and upgrades.
- Deployed data disaster recovery solutions.
- Identified and removed computer viruses.
- Configured Blackberries, iPhones and other mobile devices.

**MTV NETWORKS Library and Media Services,
Santa Monica, CA (2003-2005)**

Video Librarian

- Organized and maintained a large videotape library and raw tape stock distribution system.
- Entered and edited tape descriptions in Alias asset management system.
- Performed footage research for production companies and trained library users and staff in tape research techniques.
- Filled requests for tape and film footage through Web-based ticketing system.
- Dubbed, logged and transcribed footage and interviews.

Education:

**California State University, Dominguez Hills, Carson, CA
Bachelor of Arts, Human Services**