

NATHAN HAINES

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OBJECTIVE

I am seeking to join a company where I can use my abilities to work with others in an atmosphere where I can experience professional and personal growth through new technical challenges.

SKILLS

- Public speaking and training experience
- Windows, Macintosh, and Linux experience
- Advanced Excel, Python, HTML, CSS, 100wpm
- OCR and photo manipulation
- Quick to learn/detail-oriented
- Conversant in German

EMPLOYMENT

9/2008 – 12/2009 Fonality, Inc.

Culver City, California

Technical Support Engineer

- Specialized in PBXtra and trixbox Pro configuration and maintenance, as well as Aastra and Polycom IP phone and Sangoma T1 and analog card operation and troubleshooting. Provided phone and email support for over 5,000 customers in all areas of system configuration, installation, setup, and problem resolution. Expediently provided emergency support focused on minimizing downtime and then resolving root causes. Used SSH to remotely work on Linux and Asterisk-based IP PBX systems.

12/2007 – 9/2008 Soft-Train, Inc.

Santa Ana, California

Lead Technical Consultant

- As a contractor for Soft-Train, lead a an upgrade and data migration project for the City of Culver City, California. Supervising three subordinates, replaced 140 employee computers over a six week period. Was responsible for refining procedures, preparing and troubleshooting new hardware, migrating data from older computers to their replacements, and upgrading RAM in non-replaced computers. Refurbished 30 replaced computers for redeployment in house and donation to the city youth recreation center. Performed quality assurance on new hardware and handed data migration and hardware problems with replacement computers.

Instructor

- Taught day-long training courses to business people on various computer programs. Class sizes ranged from 1 to 15 students. Tailored instructional focus to the needs and interests of each class. Topics covered included Windows XP, Microsoft Office versions 2000 through 2007, including: Access, Excel, FrontPage, Outlook, PowerPoint, Publisher, Word, and custom courses on transitioning from Office 2003 to Office 2007. Taught on-site across Los Angeles, Orange, and Riverside Counties. Additionally delivered instructional material weekly to other instructors over the above area plus San Diego and Ventura Counties.

9/2006 – 11/2007 Quest International, Inc.

Irvine, California

ITSD Operations Support and Customer Service Lead

- Continued to manage 4800-system billing and macros. Audited and managed proprietary online service call database and asset management system. Automated invoicing and price calculation procedures for critical accounts with existing and custom software. Wrote performance and cost analysis software using Python, converting from online database to finished invoice worksheet in Excel. Handled service calls and vendor communication, and provided backup support to call desk and Operations team.

Accounts Receivable

- Performed Accounts Receivable duties in accounting. Audited hardware maintenance contracts for proper billing. Developed VBA macros to automate monthly hardware contract costs per machine for 4800 machines to help normalize and check monthly billing trends and changes.

7/2003 – 9/2006 Freelance work

Long Beach, California

Computer Consultant

- Designed and built custom computer systems for home users, offered computer troubleshooting and repair plus system optimization and basic maintenance education. Designed Linux systems for server and home use utilizing SuSE Linux 9.x and Ubuntu 5.04 and above. Acted as a property manager and provided financial accounting for a court-ordered conservatorship.

3/2001 – 7/2003 Long Beach City College

Long Beach, California

Computer Technician

- Oversaw a small Macintosh and PC faculty lab. Answered support hotline. Assisted school faculty with computer use and facilitated the adaption and creation of online coursework. Designed and maintained course Web pages and handled OCR, image scanning, and color correction. Created a helpdesk operations manual that contained all operational procedures as well as new employee training material and reference guide.

11/1999 – 8/2000 Long Beach City College

Long Beach, California

Computer Technician

- Performed routine maintenance and installation of Macs and PCs on campus. Worked with a trouble ticket system to travel to affect machines and troubleshoot and remedy problems. Created disk images for automated system setup of in-use computer models. Set up several computer labs from scratch.

6/1998 – 8/1998

Bellflower Unified School District

Bellflower, California

Computer Technician

- As a summer job for the district, assisted the district's Educational Technology department. Maintained and repaired computers district-wide. Built computer labs in newly constructed schools.

VOLUNTEER WORK

9/2007 – present

The Ubuntu Project

California, United States

Ubuntu Member and California Local Community Team Leader

- Joined the local community team to assist in Ubuntu advocacy and education. Helped run an installfest, ran booths at California shows and gave presentations on Ubuntu and Free Software-related topics. Designed team logo and various badges and artwork. Helped organize and run community and show events. Performed training on various topics for local Linux User Groups. Packaged software for redistribution. Author of two articles published in Linux Identity Magazine. Became an Ubuntu Member in May 2008.

1/1999 – 4/2003

The ticalc.org Project

Sollentuna, Sweden

Help Mail and News Editor

- Worked over SSH answering support mail from the scientific graphing calculator user community, assisting with operational and community questions. Added news entries to the Web site and moderated and participated in comment boards for news articles over the Web.

EDUCATION

1998 – 2003

Long Beach City College

Long Beach, California

- Worked toward a degree in Computer and Business Information Systems. Currently on hiatus.