
Mac Tech Support Resume

Job Objective

Seeking a position as Mac Tech Support with an organization where I can utilize my skills and be an asset to the employer.

Summary of Qualifications:

- Remarkable experience with Enterprise MAC support service
 - Good understanding of LAN/WAN technologies, including MAC design, hardware, and protocols
 - Profound knowledge of MAC OS X features
 - Extensive knowledge of troubleshooting process in MAC OS X
 - Ability to conceptualize, design and direct work to provide the best solutions for teams
 - Proven ability to reply effectively to support related email and phone calls
 - Effective oral and written communication skills
-

Work Experience:

Mac Tech Support, August 2005 – Present
Swan, Inc., Springfield, MO

- Verified and overhauled target hard disk.
- Identified the most up-to-date version of firmware available.
- Configured local administrator user account and network connections.
- Managed to identify existing utility and acted accordingly.
- Administered Software Update utility

Mac Tech Support, May 2000 – July 2005
Wind Corporation, Springfield, MO

- Managed file system journaling of Mac OS X
 - Utilized the appropriate purpose and format of Internet Protocol (IP) addresses and subnet masks.
 - Utilized Access Network services for email, Internet, and instant messaging.
 - Resolved accessing services problems.
 - Identified advantages of using directory services to store user account information.
-

Education:

Bachelor's Degree in Network Security, Mount Union College, Ohio, OH

[Build your Resume Now](#)