

# **Joshua J Kautzman**

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I have worked with computers of nearly every manufacture, of every major OS, and the most common applications and peripherals. Not only can I hook it up and make it work, I can show you how to do it too. I enjoy what I do and I imagine myself taking on bigger and more complex projects as I gather more experience.

## **Specialties:**

Troubleshooting, fixing, and designing computer and networking systems for home, home office, and small-to-medium business. I am also proficient in designing systems to fit specific budget, space and aesthetic constraints.

## **Education:**

*The Art Institute of Seattle – Associate of Applied Arts in Audio Production*

*North Idaho College – Associate of Applied Arts in Music*

## **Experience:**

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|--|-------------------------|--------------|
| Ascentium  | System Support Engineer | 2008-Present |
| I support the computers, network devices, and servers at the Spokane office as well as the Macintosh computers at the other Ascentium offices. I contribute to the policies for infrastructure and security and I have researched, designed, and deployed systems responsible for server and workstation deployment, media streaming, Apple remote management, as well as software deployment and updates.                     |                         |              |
| Unified Grocers  | PC Specialist           | 2006-2008    |
| I tracked trouble tickets concerning support on networks, PC and Apple hardware, Windows and Macintosh operating systems, Microsoft Office applications, specialized applications, printers, and Blackberries. I coordinated and implemented projects pertaining to desktop and laptop hardware. I answered directly to the CIO and provided support to PC users throughout the corporate office, especially company officers. |                         |              |
| PSAV   | Lead Technician         | 2006-2006    |
| I set up and tore down or supervised the setup and teardown of the presentation equipment used in conference rooms and ballrooms in the SeaTac Hilton Hotel and Conference Center. I supervised the other technicians to make sure the clients are given what they needed and offered additional gear and help to make their event go perfectly.   |                         |              |
| Best Buy   | Geek Squad Double Agent | 2002-2003    |
| I traveled to customers' homes and businesses to setup, repair, and customize computers, networks, and peripheral devices. I specialized in coordinating Home Computers with Home Theater systems, making the media on the computers available to the Home Theater systems.  |                         |              |