

## **Carl D. Viñas**

*Relocating to Austin in April 2016* • (631) 235-0710

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Accomplished, self-driven IT Professional with success in providing computer hardware/software maintenance, repair, and troubleshooting. Persistent, friendly, with a track record of increasing productivity and reducing the time it takes to finish workloads.

### **Professional Experience**

#### **Support Technician, LIU Post, Brookville, NY—2006-present**

- Technical advisor to University Faculty providing them with assistance, immediate troubleshooting, and guidance of audio-visual presentation technology.
- Design, engineer, and produce events ranging from live productions to faculty-held retreats.
- Execute help desk tickets which typically range from 3 to 20 per day, which can take approximately 5-30 minutes per ticket, with an average total of 60 per week.
- Consistent top-performer in the University's Campus Multimedia Support Services department by closing a large number of tickets per week (via BMC FootPrints).
- Gained recognition from Faculty and Deans by providing the benefit of improved Faculty-to-Student interaction. This was accomplished by conducting one-on-one and group sessions advising them on available technologies and properly implementing them in the classroom.

### **Professional Skills**

- Certifications: CompTIA A+ (HZ2MEB2J9HQEC8QV)
- Hardware: Maintenance and repair, presentation equipment. Mac & PC.
- Software: Word, PowerPoint, Excel, Outlook, Apple iWork, BMC FootPrints.
- Networking: LAN, 802.11a/b/g/n, remote connectivity, TCP/IP, FTP, SCP, SSH, VNC.
- Platforms: Microsoft Windows, Mac OS X, iOS, Linux (Ubuntu / Mint distros), Raspberry Pi
- Working knowledge of: Adobe Dreamweaver, Adobe Audition, Adobe Premiere, Apple Remote Desktop, GIMP, virtualization, disk imaging, and web technology.

### **Personal Projects**

- Set up home network consisting of gigabit ethernet, 802.11b/g/n wireless zones with multiple hotspots and port-forwarding on a per-system basis.
- Set up and maintained a home media server with spare parts running Linux Mint, with SSH, SCP, FTP, and remote desktop capabilities.
- Administered other Macintosh computers on home network via ARD, ranging from iMacs to Mac Pros running various version of OS X.
- Performed troubleshooting and repair computers for friends. Custom-designed and built computers for both myself and friends. Advised friends on upgrades and additional hardware purchases. Helped friends set up wireless networks or other computer hardware in their homes.

### **Education**

- Bachelor of Arts in English Writing, January 2015, LIU Post, Brookville, NY
- Associate of Liberal Arts, August 2007, Nassau Community College, Garden City, NY

### **Additional Experience**

#### **Photographer's Assistant, Legends Sports Photography, Valley Stream, NY—2006-2007**

- Knowledgeable about advanced photography equipment, tools, and techniques. Learned about different types of photography including sports, portraits, landscapes, and automotive.