

## ALLEN SMITH

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Monday December 17, 2012

Sir or Madam:

I am an experienced hardware service technician, with training and experience at general (help desk) computer support, and competency at (hand) coding web-pages.

As a hardware service technician, I have excellent troubleshooting skills, together with considerable experience at board level and mechanical repair work. This includes extensive experience hand soldering computer circuit boards. My most notable IT assignment was at an IBM International call center, where for 21 months I provided "up and running" phone support for desktop PC's.

After that placement, I worked to train myself at web development; and a year volunteering at reBOOT Canada contributed to my training in two ways. In the service area, a former HP service technician trained me in the basics of laser printer repair. While devoting about half my time to the front office provided some basic experience at general warehouse activities. I have also worked at light industrial assembly and packing through Adecco- to make it possible to fund my own professional development.

Currently, a combination of paid work and volunteering at Free Geek Toronto keeps me working at technical projects-- while gaining experience with Ubuntu Linux and other open source packages. Free Geek has also provided training in bookkeeping fundamentals, and work experience as an assistant bookkeeper.

My living with a well-managed chronic facial pain condition would qualify me as a disability employee. Despite that, in any appropriate position, no significant accommodation should be required; and any other illness has been extremely rare.

Thanking you in advance for your consideration.

*Allen Smith*

(Mr.) Allen Smith

## SUMMARY OF EXPERIENCE

### WEB SITE CODING AND OPTIMIZATION

- ❑ Competent with XHTML using Style Sheets, and coding by standards for multiple browsers.

### CALL-CENTER CUSTOMER SUPPORT REPRESENTATIVE

- ❑ Hardware, operating system and preloaded application support, on IBM desktop computers
  - ✧ Support of IBM USA customers, first on consumer, then commercial desktop systems.
  - ✧ Software “up and running” support provided under multiple versions of Microsoft Windows.

### COMPUTER SERVICE TECHNICIAN

- ❑ Hardware repair and maintain system software on Windows 98/Me/XP end-user computers.
- ❑ Service Laptops, Monitors and Laser Printers while volunteering at reBOOT Canada.
- ❑ On call service of Ontario Lottery Corporation ticket terminals from White River to Blind River.
- ❑ Troubleshoot systems, and perform some extensive board level repairs.
  - ✧ Includes total resurrection of several IBM compatibles, Amiga's, and early home computers.
- ❑ Final assembly, testing, troubleshooting and reworking of IBM PC/XT/AT style expansion cards.

### TECHNICAL DRAWING PRODUCTION

- ❑ Design and produce a basic board level tester, then trace out no longer supported circuit boards.
- ❑ Produce schematic diagrams from the component data sheets, and the above connections data.

### TECHNICAL SALES SUPPORT

- ❑ Research other vendor's products, produce product data sheets, and do some in-house training

### TEAM PROGRAMMER

- ❑ Produce and test Apple II BASIC programs, using some hand-assembled machine language.

## WORK HISTORY

FREE GEEK TORONTO (PAID & VOLUNTEER)	TORONTO, ONTARIO
ADECCO CANADA	TORONTO, ONTARIO
reBOOT CANADA (VOLUNTEER POSITION)	TORONTO, ONTARIO
IBM CANADA HELPCENTER (VIA KELLY SERVICES)	TORONTO, ONTARIO
COMPUTERSMITH (CASUAL SELF-EMPLOYMENT)	GOULAIS RIVER, ONTARIO
NCR CANADA (LOTTERY TERMINAL CONTRACT)	SAULT STE. MARIE, ONTARIO
COMPUTERFORCE	SAULT STE. MARIE, ONTARIO
THE COMPUTER AND YOU	TORONTO, ONTARIO
INTERFACE TECHNOLOGIES INCORPORATED	TORONTO, ONTARIO
H&R BLOCK	EDMONTON, ALBERTA
COMPUTRONIC	EDMONTON, ALBERTA
THE SAULT STE. MARIE BOARD OF EDUCATION	SAULT STE. MARIE, ONTARIO

## EDUCATION

THE INSTITUTE FOR COMPUTER STUDIES – PC SUPPORT & LAN ADMINISTRATION	JUNE 1996
SAULT COLLEGE – COMPUTER ENGINEERING TECHNOLOGY	(PENDING)
LAKE SUPERIOR STATE UNIVERSITY – ASSOCIATE DEGREE COMPUTER TECHNOLOGY	MAY 1985
LAKEWAY COLLEGIATE & VOCATIONAL SCHOOL – GRADE 13 DIPLOMA	JUNE 1981