# Matthew Willis

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## GOAL

Find a position where I can:
- Develop, implement and maintain Filemaker-based applications.
- Provide Mac OS 9 and OS X server and end-user administration.
- Utilize my expertise in end-user troubleshooting, support and training.
- Leverage my mastery of design and page layout applications.
- Broaden my network and Windows administration experience.

## SKILLS & EXPERIENCE

- Develop, maintain and support Filemaker Pro database solutions and server software.
- Install and maintain servers, client computers, printers and scanners.
- Provide hands-on, expert-level, end user support and training in use of design applications for Macintosh and Windows users.
- Provide first-tier Macintosh client and network administration and support.
- Network troubleshooting and maintenance.
- Plan, implement and support longer-term IT projects (e.g., migrate file and print server from Windows NT to Mac OS X Server, develop back-up systems, create system for remote TCP/IP access to Filemaker Server, etc.).
- Mastery of design and business applications.
- Working experience with website production applications.
- Well-maintained skills set as design and production artist.
- Superior communication, writing and personal skills.

## EMPLOYMENT HISTORY

### Cedco Publishing, Inc.

*March '01 - March '04*
Filemaker Solutions Developer. Help desk service, network administration and database design for Macintosh-based design department of a predominately, Windows-based company. Second-tier help desk for Windows-based clients and servers.

### Mervyn's Inc.

*January '00 - March '01*
Computer Support, IT Specialist, responsible for installation and maintenance of end-user hardware and software. Enrty level Filemaker Solutions Developer.

### Osborne/McGraw-Hill

*December '98 - January '00*
Graphic artist with secondary IT responsibilities for Marketing department.

### Graphic Design and Technical Support Consultant

*April '96 - December '98*
Projects included: Digital Graphics Advantage (Designer), NFO Research (Mac Support consultant), and Microprose (Production Artist), Design Sciences (Website artist), Post Script Press (Pre-press technician)

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**Kinko's**
*May '95 - April '96*
Desktop publisher, providing hardware/software troubleshooting, training co-workers and providing assistance in self-service computer area.

**Chevron, Inc.**
*March '93 - May '95*
Computer consultant, report production coordinator and graphic artist.

## SUPPORT/ADMINISTRATION EXPERTISE

Have provided support/administration in the following:

IT Admin Apps
- OS X Server
- Retrospect Backup
- MS Exchange Server
- Filemaker Pro
- netOctopus
- Timbuktu
- Remote Desktop
- Filemaker Server

Design & Office Apps
- Quark
- Photoshop
- MS Office Suite
- Illustrator
- ATM

Web Design Apps
- Flash
- Dreamweaver
- PDF production
- FTP Client Apps

Operating Systems
- Windows 2000, XP
- Mac OS 9, X
- Palm OS, Desktop

## EDUCATION

**Hampshire College**
*Fall 1989 - Summer 1992*
Undergraduate at Hampshire College in Amherst Massachusetts. Liberal Arts studies focusing in philosophy, fine art, computer graphics and design.

## VOLUNTEER EXPERIENCE

**African People's Education and Defense Fund**
*June '92 to present*
Provide volunteer consultation and support to this non-profit organization. Built contact development database, stored on remote Filemaker Server and accessible remotely via TCP/IP. Install donated computers. Provide general and application-specific computer and design training. Provide web and print design and support.