

Mike Gould

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Position Desired: Macintosh Desktop/Network Support

Skills and Experience

- 18 years experience supporting Macs, System 2 to OS 10.3.7. Experienced with the Macintosh Sever environment and ethernet networks, including 802.11b,g wireless. Have trained countless Mac users, and troubleshot systems from the Mac 512 to the G5. Experience with the ins and outs of USB, FireWire, BlueTooth, WiFi, ADB and SCSI. Experienced with Mac laptops from the 1600 to the 17" G4 lunchtray. Did I mention peripherals? Scanners, printers, digital cameras, camcorders, Flash Drives, CD/DVD burners, Palm Pilots, card readers, data projectors, and the Keyspan Slideshow Controller have all been dealt with – if it plugs into a Mac, I can probably make it work.
- Experienced Website designer: Working the Web since 1994. Have developed complete sites solo, and worked with teams. I code by hand (BBEdit), validate my html, and pay attention to section 508. Experienced with every aspect of Web development, from planning to roll-out. Experienced in dealing with clients, very good at explaining complex issues to novices. Example sites are linked from my site above (<http://mondodyne.com/webclients.html>).
- Experienced writer: I have been a featured columnist for the Ann Arbor Chamber of Commerce magazine for the last 6 years. (Articles are online at: <http://mondodyne.com/b2b/>).
- Experienced photographer/photoshopper: Wielder of 35mm and digital cameras, I have been published in several local publications and am official photographer for the Ann Arbor Blues and Jazz Festival (as well as its webmaster). Experienced with product photography; I have a studio in my home and a collection of expensive glass. Have attended Photoshop World and many local Photoshop seminars, and I have a NAPP card autographed by Thomas Knoll.
- Experienced public speaker: I have given talks at events hosted by the Chamber of Commerce, Kiwanis Club, and others.
- Extremely experienced in preparing graphics and QuickTime for the WWW.
- Experienced instructor of computing issues: have taught a regularly-scheduled series of classes on computer basics, digital photography, Email, and the Internet.
- Experienced keeper of budgets: I orchestrated the spending of \$250K during my tenure at the UM School of Music and College of Engineering.
- Known for patience, clarity of spoken and written expression, and mondo sense of humor.

Employment History

- 6 years experience as Computer Systems Consultant for the UM School of Education providing lab and desktop computer support. I serve as Macintosh Alpha Geek and assist in the wireless networking for the school. I also provide some support for our Mac servers.
- 3 years experience as CSC III, UM College of Engineering Administration. Supported 30 Windows NT users, 70 Mac users, and Novell, AppleShare, WWW, and FileMaker Pro servers.
- 3 years experience as CSC II, supporting 118 computer users for the University of Michigan School of Music. Built their first website in 1994.
- 4 years experience as CSC II, supporting 305 computer users for the University of Michigan Medical Center, Dept. of Psychiatry.
- 30 years experience in electronics, 15 years experience as recording engineer (I own an 8-track recording studio), 7 years experience in digital photography, 5 years experience as a free-lance Mac consultant.

References available upon request.