

DAVID MITCHELL JACOBS SCHWARTZ

Albany, NY

Contact points:

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Objective: Transition from hardware to software support by learning front-end web development, UI/UX, software quality assurance as necessary, and proprietary software. Remote work, especially in an environment supporting autistic individuals like myself is of special interest.

Helpdesk and Software Support Technician

Summary of Skills

- Creative problem solver
 - Printer and Scanner installation
 - CentOS Linux 8 familiarity
 - Taught clients computer maintenance
 - Intuitive and tenacious troubleshooting abilities
 - Some HTML and CSS coding training
 - MacOS 9.x to Present
 - Familiarity with Windows 10
 - Patient with clients in repairing problems
 - Able to diagnose some problems via phone calls
 - Technical proficiency with hardware and software
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PROFESSIONAL EXPERIENCE

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| IBM | Boulder, CO | 2014 - 2015 |
| <i>Security and Risk ID Administrator</i> | | |
| <ul style="list-style-type: none">• Ensured Secure ID Administration by adding and deleting users, resetting passwords, modifying role permissions to maintain company and partner security requirements• Used Fusion, Tivoli Endpoint Management software, Lotus Notes, Open Office• Used Red Hat Enterprise 6 laptop and Windows 7 virtual machine | | |
| Uplifting Guitar, LLC | <i>Owner</i> St. Louis, MO and Boulder, CO | 2011 - 2013 |
| Nayday Enterprises, LLC | <i>Co-owner</i> | |
| <ul style="list-style-type: none">• Patiently taught guitar lessons to beginning students in home-based business• Sold uplifting digital art online and at regional events to brighten home décor and enrich lives• Negotiated vendor contracts to obtain raw goods, professional services, and transportation• Interviewed and trained potential employees and volunteers to ensure adequate event security• Managed content on social media and formatted business sites through Zhibit.org and Fine Art America• Efficiently did technical troubleshooting to ensure maximum efficiency | | |
| Self-Employed Technical Support Consultant | St. Louis, MO | 2002 - 2008 |
| <ul style="list-style-type: none">• Taught individuals in community how to back up their data, clean their computers, and prevent data loss• Diagnosed and repaired common problems such as loss due to data outages• Restored computers to factory reinstall state and installed security software• Supported Mac and Windows platforms | | |
| Convergys | Hazelwood, MO | 2001 - 2009 |
| <i>Customer Service Representative II</i> | | |
| <ul style="list-style-type: none">• Patiently coached customers and coworkers to overcome numerous software problems and thus ensure Internet connectivity• Directed co-workers and customers through phone calls, focus groups and live chat to hasten technical problem resolution• Assuaged customer concerns on complaint calls to minimize supervisors' burdens | | |

Volunteer Experience

Congregation Bonai Shalom Boulder, CO 2012 - 2018
Bais Abraham Congregation St. Louis, MO 2009 - 2012

Volunteer

- Arranged sacred objects and books for efficient use by congregants and prayer leaders
- Assisted in setting up, running, and cleaning up after events to reduce funds paid to janitorial staff
- Aided office staff and clergy to ensure that services and events ran smoothly and efficiently

BJC Hospice St. Louis, MO 2007 - 2009

Hospice Volunteer

- Provided emotional support to hospice patients in their homes, providing comfort as illness progressed
- Visited patients in skilled nursing facilities allowing respite time to families
- Transported patients to long term care facilities ensuring safe and dignified arrivals

EDUCATION

Washington University St. Louis, MO

Master of Social Work

Concentration: Children and Youth Services

Specialization: Family Therapy

Graduation: 1992

University of Missouri Kansas City, MO

Bachelor of Arts in Judaic Studies

Graduation: 1989

Additional Education

Udemy.com Lafayette, CO

Web Development and Wordpress Certifications

Completion: June 2018

TechSkills and St. Louis Community College St. Louis, MO

Comptia Network+ and A+

Microsoft Office User Specialist

Completion: 2007