

## **Resume of Chris Hart**

Technology and Computer Consultant

Located in Central Connecticut

860-291-9393 ~ [www.MyMacTech.com](http://www.MyMacTech.com) ~ [helpme @ mymactech.com](mailto:helpme@mymactech.com)

### **Experience**

I have been a technology consultant since 1994 and I love enabling people to better utilize the technology in their lives. Throughout Connecticut and Western Massachusetts, I have helped hundreds of individuals and businesses to get the most out of their Apple devices and Mac computers. From emergency services in an hour of need, to long-term planning, and everything in between, I have dealt with a wide variety of systems and environments.

During my time at ESPN's headquarters, I was part of a team that supports hundreds of people responsible for the operation of ESPN.com (the number one sports web site in the world) and ESPN The Magazine. My role as a Senior Systems Support Analyst involved working with a wide spectrum of platforms, software and hardware. During my time there, I was involved with countless projects, hardware and software migrations, equipment deployments and troubleshooting scenarios. On a daily basis, I was resolving issues that impacted entire departments or even ESPN.com as a whole. And the users that I supported ranged from executive vice presidents, to interns.

As the Apple subject matter expert at Mass Mutual's headquarters, I served as the technical lead on a high profile project, that provided Mac support to the agencies in the field. I helped lead the internal testing for this initiative, as well as assisting in the overall planning and the creation of the training program for the techs in the field. I authored hundred of pages of documentation as part of this project, intended for end users, techs in the field and techs within the corporation. This also extended to training the internal techs and support personnel in a classroom environment. I also provided day-to-day, hands-on (and remote) Apple/Mac support for internal and external clients. Additionally, I was also involved with the research, testing and implementation of new technologies.

As an independent consultant, most of my work is on-site at the offices and homes of my clientele. Many of my clients have been coming to me for a decade, or more, and trust me implicitly and rely on my experience and expertise to make their business run better. I'm an expert getting Apple devices integrated and making sure your Mac is running at its best. I provide all the services that a Mac user may need, including installation, migration from an older system, performance upgrades, troubleshooting, networking, and tutoring, among many other capabilities. I also have expertise with iOS devices (iPad & iPhone), as well as Apple's other devices (for example, AppleTV).

My current and past consulting clients include: Accenture (Strategic Marketing and Finance), Dictaphone (Voice Recognition and Dictation Systems), Cronin and Company (Advertising Agency), McCormick, Paulding, and Huber (Patent Law Firm), Decker (Advertising Agency), Moore Medical Corporation (Medical Supplies Distributor), ReliaStar Financial Corp (now part of I.N.G. USA).

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### **Employment Overview**

Computer Consultant — 1996 to Present — Self-Employed

Apple Subject Matter Expert — July 2013 to June 2014 — Mass Mutual, Springfield, MA

Senior Support Analyst — Oct 2005 to Dec 2007 — ESPN / Disney, Bristol, CT

Producer, Director, Editor, Videographer — 1994 to 1995 — FOX 61, Hartford, CT

Director, Video Editor, Videographer — 1993 to 1994 — WGGB-TV (ABC), Springfield, MA

Video Editor — 1994 (part-time) — NBC 30, West Hartford, CT

Insurance Claims Analyst -- 1989-1992 -- Aetna Life & Casualty Insurance, Hartford, CT

### **Skills**

**Computers:** Expert level knowledge of Mac computer systems. Experience with every Mac model ever made — including all current models. Skilled in the specification, installation, and troubleshooting of Mac desktop and server systems. Experienced with a wide variety of peripherals (USB, FireWire, SATA, Thunderbolt). Strong hardware service skills, including extensive experience with upgrades, problem diagnosis and repair. Also have strong skills with Intel PCs and the Windows operating system.

**Software:** Comprehensive knowledge of the Mac OS and iOS, including latest iterations of both. Highly experienced in troubleshooting software application and operating system problems. Familiar with a large variety of software applications, including Microsoft Office, Quark XPress, Adobe Creative Suite / Creative Cloud, font management software (Suitcase, Font Explorer, etc.), and web/internet apps.

**Networks:** Skilled in the design, installation, and configuration of Ethernet networks. Knowledgeable in setup and maintenance of ASIP/OSX servers. Experienced with a variety of tape backup systems and scripting of Retrospect backup software. Familiar with a wide variety of printers, including network, PostScript and USB types.

**Internet:** Experienced with configuration of TCP/IP, broadband internet connections, routers, firewalls and Wi-Fi wireless devices. Knowledgeable in internet protocols (POP, SMTP, FTP, HTTP, etc.) and the related software clients (Safari, Netscape, Explorer, Outlook, Fetch, etc.). Familiar with Web design and site maintenance, including HTML coding, image compression, GIF animation, and multimedia file formats.

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### **Skills (continued)**

**Communication:** Easy to work with. Exceptional ability to explain technical matters and procedures in easily understood terms. Experience training and managing small groups. Excellent verbal and written communication skills. Experience writing technology articles and procedural documentation for users of all experience levels. Enjoy hands-on learning and new experiences.

**Audio/Video/Presentations / Filmmaking:** Experienced in custom home audio, video and home theater consultation, setup and calibration. Professional background in video, film, and theatrical production. Experience includes roles as director, producer, writer, editor, tape operator, camera operator, and sound mixer for both live and recorded events. Experienced with Panasonic, Canon, Sony and RED digital cinema cameras. I am proficient with a vast variety of audio/visual equipment — from consumer to professional.

### **References**

On the following pages are letters of recommendation from clients.

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**Quilty**  
Communications

PO Box 632  
Farmington, CT 06034-0632  
860.678.8622, 860.674.1112 fax  
[deena@quilcomm.com](mailto:deena@quilcomm.com)

July 9, 2004

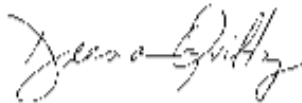
To: Potential Employer  
Re: Chris Hart

I have known Chris Hart for several years on a professional basis. I have hired Chris for his professional Macintosh services several times, and he has always performed the tasks well and to my complete satisfaction. His skills in the Macintosh environment are superb; there seems to be nothing he doesn't know!

I also know Chris through a local Macintosh computer users group. As an officer of the group, he is doing an outstanding job guiding us through our various programs and initiatives. His ideas are growing membership and greatly contributing to an overall level of enthusiasm.

As a self-employed graphic artist, I feel confident that Chris has the right characteristics to benefit your organization. I do not hesitate to recommend him!

Sincerely,



Deena Quilty

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To Whom It May Concern,

I am very pleased to write this letter of recommendation for Chris Hart. I have worked with Chris for approximately eight years, and during that time, I have been very impressed by him. He has significant skills and competencies that can contribute to any organization achieving its goals.

A quality of equal importance to skill level is his willingness to listen and understand the client and meet the client's needs. Chris always delivers efficient and solid solutions that meet the needs of the agency.

As managers, we always look for committed employees — the ones who will do whatever it takes to get it done or satisfy a client, and Chris is that type of individual. He will work until the job is done and frequently after hours. He always works to create a final solution.

I hope that I have conveyed some measure of very strong support for Chris. He will be a wonderful addition to your team. He is a great person and I would be happy to provide more in-depth information if needed. Please do not hesitate to call me, on 860-620-2548, if you have any additional questions.

  
John H. Stifel

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**Laurie Salzberg**

137 Milton Street

West Hartford, CT 06119-1222

860.232.4443

July 9, 2004

**RE: Chris Hart**  
**Macintosh Support Services**

I *highly* recommend Chris for the position you are seeking to fill.

I have known Chris since 1996, when he served for many years as the sole Mac System Support/"Mr. Fix-It" for the Macs-only advertising agency in which I worked. He was always incredibly responsive – always there when we needed him. Chris was also one of our favorite service providers because he never encountered a problem he couldn't fix for us! His technical knowledge of both hardware *and* software issues – and dedication to not stopping until everything is solved and rectified – is unsurpassed.

Furthermore, Chris' unflappable, mild-mannered, cheerful demeanor – and sense of humor – made him a pleasure to work with. He was like an honorary member of our "work family." Chris is just as good with people as he is with computers: He would patiently answer the most basic questions, and explain complex problems in easily understandable terms.

Many people at the agency hired Chris whenever they needed help with their own Mac problems at home – myself included. He is an honest, trustworthy person: Whether at work or home, everyone feels completely comfortable giving Chris unsupervised access to valuable equipment and the critical data it contains.

I don't mean to make this letter of recommendation sound like all of Chris' superior attributes are "past tense": Chris' and my professional paths have since crossed at other agencies, and he is still the *first and only* person I recommend to people when they have a Macintosh question or problem! (My friends and family who have hired him have likewise been highly satisfied.)

During my career, I have known many Mac Support/"IT Guys." Chris Hart is truly the best. I wholeheartedly recommend him, and continue to enlist his services myself. You will not find a more talented, devoted and trustworthy employee.

If you have any further questions, please feel free to contact me at 860.232.4443.



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## J.M. Communications

205 North Farms Road  
Coventry, CT 06238  
Phone: (860) 742-7234  
Fax: (860) 742-7349

“Get the word out.”

August 31, 2004

To Whom It May Concern:

This letter is in support of Chris Hart's application to join your technology support staff.

I met Chris in 1992 when he was producing a show for West Hartford Community Television and invited me in to be interviewed. I soon discovered Chris's passion for the audio/visual arts, for computing technology and all its burgeoning possibilities, and especially for the Macintosh platform, for which we shared a common affinity (I having recently started my marketing communications business, making heavy use of Macintosh computers).

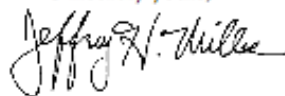
During the last ten years Chris has come to my aid as a Macintosh/computer specialist on a vast number of occasions. Chris's knowledge of the Macintosh platform is unparalleled, and his aid in troubleshooting hardware/software issues has been invaluable to my operation. (I like to think of him — as I'm sure many of his other clients do — as my Mac “guru.”) Through classes, magazines and a multitude of online sources he stays up to date on the latest developments and enthusiastically keeps his friends and clients informed.

Over the years, on my behalf, Chris has:

- made hardware and software recommendations
- installed new hardware, including CPUs, hard drives, CD-ROM drives, burners, memory expansions, processor upgrades, scanners, cable modem and many other devices
- installed new software, including Mac system upgrades, and trained me in its use
- recovered (presumed) hopelessly lost data on crashed hard drives
- optimized poorly performing hard drives
- networked my office to maximize efficiencies and improve workflow
- provided invaluable ongoing counsel on the “little things” that make the difference between a good day of computing and a bad one

I enthusiastically recommend Chris for the position you are currently advertising. He is professional, knowledgeable, quite easy to get along with, and would be an asset to your organization.

Sincerely yours,



Jeffrey H. Mills  
Principal