

# Thomas Brand

Roxbury, Massachusetts 02120  
Phone: 617-858-1212  
E-mail: [thomasbrand@mac.com](mailto:thomasbrand@mac.com)  
Website: [eggfreckles.net](http://eggfreckles.net)

## OBJECTIVE:

To lead a small team or work independently providing the best Mac/PC support for a forwarding looking company of smart individuals looking to make a difference.

## WORK EXPERIENCE:

**PACS Analyst I October 2010 - present**  
**Applications Support Specialist I October 2005 - October 2010**  
*Children's Hospital Boston | 02115, Boston, MA*

- Provides direct Mac and PC support for the department of Radiology across multiple remote locations.
- Leads the deployment of software and workstation imaging.
- Coordinates the training of new applications and workflows
- Manages and maps the inventory of all Radiology computer assets.
- Controls high profile vendor contracts with HP, Apple & AT&T.
- Integrates Macs and PCs on a Microsoft Active Directory network.
- Administers a Mac OS X Server used for NetBoot imaging.
- Introduced client side operating system virtualization.
- Deploys and manages a fleet of smartphones from multiple vendors.
- Assists with the configuration and maintenance of PACS servers.
- Instituted a department wide backup policy that allows users to retrieve previous versions of their own files independently.
- Supervised the Apple sponsored iPhone Enterprise beta program at Children's Hospital Boston.

**Lead Mac Genius I June 2003 - December 2006**  
*Apple Inc. | Newton, MA*

- Trained a new team of Mac Genius from the ground up to reverse an overwhelming amount of backlogged repairs.
- Lead the daily operation of the "Genius Bar", a first come, first serve walk-in help desk available to all Apple customers.
- Managed multiple customer requests simultaneously while quickly and accurately diagnosing problems, ordering parts, and repairing Apple hardware and software.
- Taught instructional classes for customers in both the areas of Mac OS X, and Adobe creative software.
- Upgraded the store's in-house computers including POS servers, and networking infrastructure with the latest software and hardware configurations dictated by Apple.

**Computer Lab Technician I September 2002 - June 2004**  
*Mount Ida College | Newton, MA*

- Setup, deployed, and maintained computers across the Mount Ida Campus while answering user's questions and resolving support issues.
- Devised an Apple NetBoot strategy for imaging 64 Macintosh computers with specific software configurations tailored to

meet individual curriculums and license restrictions.

- Oversaw the institution wide migration from Mac OS 9 to Mac OS X including the purchase of two new Power Mac G5 computer labs.
- Deployed a Mac OS X Server on available hardware for the purpose of NetBooting, license key distribution, and roaming Home profiles.
- Provided printing instruction and postscript preflight services for students using Epson 2200 and 1280 large-format inkjet printers.
- Performed routine repairs on both Macs and PCs the Mount Ida Campus.

## **EDUCATION:**

### **Mount Ida College | Newton, MA**

*Completed coursework in graphic design, photography, and the arts.*

*- no degree received*

## **CERTIFICATIONS:**

- Apple Certified Desktop Technician 10 2005
- Apple Certified Portable Technician 10 2005
- Apple Certified System Administrator 11 2005
- Apple Certified Help Desk Specialist 10 2005
- Marathon Runner
- Eagle Scout

*References available upon request.*