

Theodore L. Rattei

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- Objective:** I want to use my diverse knowledge of computing technologies in a fast-paced technical support environment.
- Education:** One year of coursework, Bethel College, Saint Paul, MN.
High school education, Concordia Academy, Roseville, MN.
- Certification:** Apple Certified Repair Technician, Desktop and Portable (2002, 2003, 2004); Apple Certified Technical Coordinator (2003)
- Skills:** Exhaustive knowledge of Mac OS 7.1-9.2, 10.0 – 10.3 (Client and Server).
Extensive knowledge of Windows 3.11 – Windows XP, NT Server / 2000 Server.
Broad knowledge of Solaris 2.6 – 8, FreeBSD 2.2 – 4.5, RedHat and Debian Linux.
Strong knowledge of Internet services, protocols, layer 2 and 3 switching.
Strong knowledge of a variety of desktop software products, including productivity suites from Adobe, Microsoft, and other software vendors.
- Related Experience:**
- Apple Computer, Inc.; Apple Stores at Mall of America and Southdale, Mpls, MN
Sales Associate (2001 – 2002); Mac Genius (2002-Present)
- Streamlined in-store repair processes, including case note logging, and service tasks.
 - Developed innovative automated parts order management system. This system ensures that all parts needed for repairs are ordered on time, accurately, reducing turnaround time.
 - Assisted with team leadership as it pertains to task completion, scheduling, employee training and certification.
 - Fielded technical support questions from end-users and employees.
- Minneapolis Public Schools, Nellie Stone Johnson School, Minneapolis, MN
Instructional Technology Assistant III (site-based tech support); (2001 – 2002)
- Managed a network of 250 desktop computers, servers, and printers.
 - Managed the rollout of a Mac OS X Server, migrating file (AFP) and authentication (Macintosh Manager) services from an AppleShare IP server.
 - Encouraged staff development through group training and one-on-one mentoring.
 - Develop solutions to meet administrative needs, including development of a FileMaker database used to track grades and GPA for 6-8th grade teachers.
- Vector Internet Services, Inc. (VISI.com), Minneapolis, MN
Technical Support (1999 – 2001)
- Assisted with day-to-day telephone and email support for Internet services.
 - Provided in-depth resolution of network connectivity and Internet services.
 - Responsible for basic maintenance of RADIUS, DNS, and email configuration.
 - Performed other services as needed, including training, documentation, and auditing.
- Concordia Academy, Roseville, MN
Technology Assistant, Senior Year (1999-2000)
- Managed a network of over 75 desktop computers, servers, and printers.
 - Implemented 25 new computers, and re-allocated 50 existing computers, ensuring a consistent user experience and standard suite of software in classrooms and labs.
 - Assisted with instruction and problem solving, other services as needed.
- Barr Engineering Company, Minneapolis, MN
Intern, Computer Support (Summer 1998)
- Assisted with rollout of 125 Win NT 4.0 workstations, data migration, training.
 - Responsible for general technical support requests, troubleshooting, solutions.