

William Bartlett

Abstract

I am a well-versed and extremely competent technician of many sorts. I am highly personable. I place interactions with others as one of the primary keys of a successful working relationship. I am capable of learning new techniques and technologies rapidly and I am able to execute them quickly and efficiently. I find the tools and resources to design solutions to common and not so common problems. I delight in challenge.

Experience

Apple Inc., Genius

- April 2008-Present

Responsibilities: Diagnose and repair Apple computers and devices at the Apple Retail Store in King of Prussia Pa. Designed and maintained multiple server infrastructures and websites dedicated the performance and dissemination of information of the entire retail team. Responsible for maintaining and repairing all of the computer systems used locally at the King of Prussia Apple Store. Maintained solutions for deployment of images and updates to all computer systems in the working environment. Streamlined and maintained multiple systems to provide network based image solutions to customers computers in repair. Remained a point of contact between Apple Information Systems and Technologies department to resolve networking and equipment issues. Partnered with management to devise solutions to recurrent and current problems generated by the complex evolving environment encountered in an A+ highly performing, highly respected Apple store. Worked in tandem with other genii to develop applications to progress operations and management of back of house and customer facing computer systems.

Programs used: Leopard Server 10.5, Workgroup Manager, Server Admin and all related programs, BBedit, Apple Remote Desktop, NetRestore.

Pro Audio New Jersey, Systems Engineer

- July 2006-January 2008

Responsibilities: Worked with clients to design, install, repair and maintain audio and video systems for clubs, churches and rock venues. Operated equipment for live sound recording and reinforcement. Programmed software and designed interfaces to control audio and video systems. Designed audio, video and lighting systems for restaurants, churches and schools. Programmed digital mixing consoles.

Programs used: Stardraw AV, Smaart, BSS London Web, Biamp Audia and Nexia Software, Xantech Dragon Drop IR

The Production Block, Assistant to Dealer/Owner, Michael Block

- September 2003-April 2008

Responsibilities: Assisted with installation and maintenance of recording studios; operated and maintained computers for the recording of audio and video; assessed problems with equipment and advised on appropriate course of repair.

Programs used: Pro Tools, Final Cut Pro, Logic, Garage Band, OS X, OS 9

The Philadelphia Theatre Company, Master Electrician/Video Technician

- August 2000-March 2006

Responsibilities: Executed maintenance and the upkeep of the theater's electronic dimming, and lighting systems; diagnosed, repaired and replaced defective equipment; assessed and implemented lighting designers' lighting plots and drawings; hired and managed crew for the loading in of shows; maintained timeline for the completion of tasks based upon the schedule of production calendar; evaluated the needs of the productions video components and implemented systems to ensure their success; programmed lighting and video consoles

Programs used: Microsoft Excel, Word, PowerPoint, Adobe Photoshop CS, Dataton's Watchout, Final Cut Pro, Keynote, Pages, John McKernon's Lightwright

The Trocadero Theatre, Audio Technician

- November 2004-October 2005

Responsibilities: Managed audio and lighting department; supervised successful load in and sound checking of the bands throughout the day; supervised and maintained the audio equipment used daily; oversaw wireless and printing networks; promoted relationships with bands to ensure that the hospitality and audio needs of the bands were met; managed relationships with the front of house staff and security department to ensure the safety and comfort of the patrons of the venue.

Programs used: Microsoft Excel, Word, PowerPoint, Macromedia Dreamweaver

Education

Harrilton High School, Rosemont, PA 1993

Ongoing Development

Currently Preparing for Apple Certified Systems Administrator Certification.

Computer Skills

Apple Macintosh Certified Technician

Trained and Certified at Apple headquarters in Cupertino, California

Design Software:

Adobe Photoshop CS 4, Automator, Script Editor, Coda, BBedit, Lemmkesofts GraphicConverter, VectorWorks, iPhoto, Macromedia Dreamweaver

Audio Production:

Digidesign Pro Tools, Apple Logic Pro, GarageBand, iTunes, London Web, Smaart, Biamp Audio Design, Xantech Dragon Drop IR

Video Production:

Final Cut Pro, iDVD, iMovie 08, Daton's Watchout, High End Systems Catalyst

Business Applications:

Bento, Pages, Keynote, Microsoft Office, Transmit, Lightwright 4

Operating Systems:

OS 8 -OS 10.5.7- Client and Server

Various flavors of Linux and Unix

Windows 95, Windows 98, Windows XP, Windows Vista , Windows 7

Programming:

XHTML, CSS, JavaScript, Apple Script, Objective C

Other Relevant Experience:

- The Philadelphia Fringe Festival- Venue Manager
- The Joyce Theatre NYC- Electrician
- Blue Man Group- Theater Jack
- House of Blues Chicago - Lighting Designer