

# William Daniel Day-Woodruff

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## Work History

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### **Bus Survey Staff, University of Texas Parking and Transportation.**

*Austin, TX. April 2009*

Processed data, built workflow and designated routes to street team in addition to collecting surveys. Helped develop and implement methodology to benchmark statistical accuracy.

### **Apple Specialist, YES Computers.**

*Northampton MA. September 2006 - January 2009*

Consulted with and provided support for private, academic and corporate clientele. Designed and troubleshoot solutions for portable, desktop and network platforms. Implemented virtualization for multi-platform office environments. Acted on behalf of Apple as dispatch technician for educational and home office warranty contracts. Day-to-day tasks included client contact, as well as step-by-step documentation of all correspondence, diagnosis and repair.

### **Help desk and Repair Technician, Hampshire College.**

*Amherst MA. August 2004 - September 2006*

Acted as help desk and repair technician for student technical assets, later moving to academic support staff. Helped shape policy for service of student computers. Provided support of network and telecommunication hardware.

### **Website Maintenance, Hampshire College.**

*Amherst, MA. August 2002 - April 2004*

Worked closely with project commissioner to update site content. Tasks entailed cleaning redundant code, ensuring cross-platform compatibility of site elements and troubleshooting technical errors as needed.

### **Web Developer, Hampshire College.**

*Amherst, MA. August 2001 - May 2002*

Maintained web content for Hampshire College's Digital Design Center. Revised site layout and organization, modernizing its interface using the Dreamweaver development platform.

## **Skills, Experience, Education**

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### **Bachelor of Arts Degree from Hampshire College, Amherst MA, May 2006**

*Concentration in Arts Management*

- Comfortable working in Apple, Microsoft or Unix derived operating environments
- Apple OS, Desktop certified from March 2007 - March 2008
- Apple Portable certified from May 2007 - May 2008
- Proficient in use of MS Office and iWork suites, OSX Server, Faronics Deepfreeze, Apple Logic Audio, Ableton Live, Serato Scratch Live, Adobe Photoshop, Illustrator, Aftereffects and Dreamweaver.
- Windows 2000 Server Administration component of Network+ Certification program, Fall 2003