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EDMUND A. HINTZ

Objective

Continued employment in the Information Technology business

Highlights

- Eleven years experience with Apple computers, encompassing the Mac and Apple II systems.
- Eight years experience with MacOS computers and software, encompassing systems 6.0.8-8.1.
- Five years experience as a Macintosh consultant.
- Three years experience with WWW publishing and consulting on remote UNIX based hosts.
- Two years experience as Webmaster for a San Diego based corporation.
- Setup and operation of MacOS based web, mail and ftp servers, on a temporary basis.
- Setup and operation of MkLinux/Apache based web server, internal at Apple.
- Setup and operation of MacOS based Web server, internal at Apple.
- Experience with DOS/Windows, Newton, Rhapsody, and UNIX computing environments.
- Currently employed by Apple Computer, as a phone support rep, Escalation Support (ESA).

Relevant Experience

1993-Present — **Macintosh consultant/evangelist**
- Available on a temporary/piecework basis, while attending school

1996-Present — **Apple Computer, Inc., Apple Assistance Center**
1200 E. Anderson Lane
Austin, TX
Manager- Roger Meador
(512)908-8622
- Technical Support phone agent; started as a High End Power Macintosh support agent, currently in Escalation Support Austin, providing support for Apple Hardware Repair, Apple Internal Employees, and High Profile customers.

1995-1997 — **MatheMatrix Inc.**
998 Church St., Suite 12
Ventura, CA
CEO - David Rossi
(805) 641-3130
- Webmaster, Macintosh consultant

1995-1996 — **University of Texas at Austin, Performing Arts Center**
Austin, TX
Electrics supervisor - Jeff Ellinger
(512) 471-2787
- Technical/Electrics Assistant, Stagehand

1994-1996 — **Five Star Smokehouse**
3638 Bee Caves Rd.
Austin, TX
Owner - Cliff Haigler
(512) 328-1800
- Cashier - responsibilities included programming Sharp cash registers.

1992-1994 — **El Camino College, Music Library**
16007 Crenshaw
Torrance, CA
Head Librarian - Donald Brown
(310) 660-3722
- Student Help II - including staff and student support on Mac and IBM systems.

Education

University of Texas at Austin
Studied Music, as an applied voice major, tenor classification.

References Available Upon Request