

David Kesti (aka David Kaye)

2440 16th St #313; San Francisco, CA 94103

Phone: 415-483-2780; E-Mail: davidkesti@yahoo.com

NOTE: I can move to be near the job site

Technical Support Résumé

Synopsis

- 22 years on-site tech support of computers, specialty routers, POS systems, cameras
- Remote MSP phone support Tier 1, Tier 2, and some Tier 3 technical support
- Windows 10, Windows 2000, XP, 7, 8 support & malware/security support
- Excellent oral and written skills, ability to translate tech to layman's language
- Software: QuickBooks, Microsoft Office, LibreOffice, OpenOffice, Word, Excel, Access
- Software: HubbleIQ, Ookla Speedtest Custom, TeamViewer and Microsoft QuickAssist
- Languages: Visual Basic 6.0, MS SQL, SQL Anywhere, Oracle SQL
- Test Equipment: Oscilloscope, multimeter, signal generator, signal injector, etc.
- Electronics – FCC General Class Radiotelephone Operator License
- 12 years radio and TV broadcasting experience, all positions
- College of San Mateo major in Telecommunication Broadcast Engineering

Tech Support Highlights

- Installed an 19-unit wi-fi system for the 75-unit Jordan Apartments
- Assistant chief engineer at KALW(FM) San Francisco
- Upgraded Atlas Café wi-fi to 50 high-speed simultaneous metered users
- I program and operate Cartoons All Day, a Roku video channel
- I program and run Great Old Time Radio, audio stream at greatoldtimeradio.com

Recent Experience

Musician

I play music professionally for corporate events and local community activities.

Security Guard

March 2023 to October 2023 – Allied Universal and GardaWorld temporary

Self-Employed

June 2021 to November 2022. I gathered petition signatures to help fund the emergency room and trauma center at Washington Hospital in Fremont. I also ran a petition drive to help increase the minimum wage for restaurant workers in California.

Atherton Fiber, San Francisco

November 2020 to April 2021. I was the lead Tier 1 and Tier 2 tech support engineer working remotely for Atherton Fiber, a high-end internet service provider in the Atherton/Palo Alto area. I analyzed connection issues, computer and network malware, optical network terminal (ONT) problems, broken fiber, backscatter, and wi-fi channel problems.

Honest Dave, San Francisco

April 2001 to April 2020 and currently (December 12, 2023). I do freelance tech support for business clients and home users in San Francisco and the greater Bay Area. Projects include difficult wi-fi and Ethernet routing, wi-fi on congested channels, printers, internet issues, computer speed and connection issues, security cameras, metered wi-fi for café, point-of-sale

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systems, timeclock, and network isolation security issues. Network support issues, wi-fi networking.

TeleResults Corporation, San Francisco

April 1996 to February 2001. Lead software developer and software manager for medical organ transplant software suite, developing in Visual Basic 6.0, with SQL Server and Crystal Reports

Other Skills

Electronics

Electronics troubleshooting, hardware repair, soldering, wirewrap, use of test instruments such as oscilloscopes, signal probes, reading and interpretation of electronics schematic diagrams, knowledge of radio transmitters and antenna systems.

Broadcasting and Voice-Over

I have done 12 years as a radio DJ and radio talkshow host, as well as a TV movie host. I have also done voice-over work for Charles Schwab advertising campaigns.

Office Skills

I type 60 words per minute, know Microsoft Office, including Word, Excel, Access, PowerPoint, and Front Page web development software.

Web Skills

I manage the websites atlascafe.net, honestdave.us, davidkaye.us, greatoldtimeradio.com, friscofashions.com, eastbaygames.org, and karaokecares.org.

Education

College of San Mateo, San Mateo California. 5 units short of AA in Telecommunications
National Career Institute, San Francisco, electronics certification
CPR training (July 2023) certificate