

Allen Smith

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Context and Objective:

I am a candidate with Asperger's, which could be summarized as someone who lives in a manner that is "normal", but who does everything using a different frame of reference.

This different perspective makes me an exceptional **troubleshooter** and **problem solver**. That is why Asperger's should be considered an "Ability" in IT.

I am currently seeking a paid internship or entry-level/training position where I can use my 3 degrees plus 25 years of computer service/support experience-- and transform that into a career that is a meaningful part of my life for the next 20 to 25 years.

- **Reference:** <http://en.sap.info/autism-and-aspergers-are-assets-not-disabilities-at-sap>

Summary of Qualifications:

- Extensive hands-on hardware service experience, including soldering connectors & components.
- Varied Operating System loading/configuring/troubleshooting Technical Support experience.
- Varied experience at Programming with college training on Software Development methods/processes.
- XHTML & CSS web development with attention to Standards, Loading Performance & SEO.

Relevant Skills and Experience:

COMPUTER SERVICE TECHNICIAN

- Ongoing rebuild & refurbish experience for non-profits. (Linux w/ LibreOffice and Windows 7 or XP w/ Office)
- Hardware troubleshooting & repair, including board-level repair experience. (No surface-mount IC work.)
- Experience servicing CRT Monitors & training in servicing Laser Printers by an HP Technician

TECHNICAL SUPPORT

- Basic Network / Server / Virtual Machine work. (current focus for "Professional Development" efforts)
- Research & troubleshoot configuration & optimization of Operating Systems. (see wiki.allensmith.net)
- Research and resolve getting the correct (working) drivers installed for Windows and Linux PCs
- Phone support to troubleshoot & resolve Hardware & Operating System problems (for IBM Desktop PCs)

RELATED WORK EXPERIENCE

- Web Development hand-coding XHTML & CSS – and now working with DokuWiki (PHP & JavaScript)
- In-house double-entry bookkeeping training & all cashbox related bookkeeping at Free Geek Toronto.
- Basic warehouse work at non-profits & Agency Assignments (pump-truck use, unload/load/wrap skids, etc.)

IT Employment History:

Free Geek Toronto – Operations Assistant (Technical & Bookkeeping)	Sep 2011 – Current
reBOOT Canada – Technical & Operations (Core Volunteer)	May 2004 – Jun 2005
IBM Canada HelpCenter (via Kelly Services) – Technical Support Agent	Sep 1997 – May 1999

Education:

The Institute For Computer Studies – PC Support & LAN Administration	June 1996
Sault College – Computer Engineering Technology	(Pending)
Lake Superior State University – Associate Degree Computer Technology	May 1985