

## ***Ted Kopulos***

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# *Specific Macintosh Experience*

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## ***Desktop Support/IT***

Fifteen years in desktop/technical support for Macintosh (basic experience with Windows). Includes hardware/software diagnostics, repair, systems upgrades, servers, network connectivity, hubs, patching, testing. Software testing/unit seeding.

## ***Hardware Repair/Maintenance***

Hard drive, CD, floppy drive upgrade/replacement  
RAM upgrades. ROM burning  
USB, FireWire, NuBus/PCI/AGP card installation and upgrades  
Familiarity with diagnostic software (*see below*)

## ***Software Experience***

MacOS: 6.x through 10.x  
Diagnostic: *Norton, Hard Disk Tool Kit, MacCheck, Drive Set-Up, Mac Tools Pro, SAM*, etc.  
Administrative: *Microsoft Office, MacWrite Pro, AppleWorks, SmartForm Designer, Org Plus*  
Graphics/Layout: *Photoshop, InDesign, PageMaker, ImageReady, Acrobat, Type Twister, TypeStyler, MacDraw Pro, MacPaint*  
Web Design: *Claris Home Page*, some *FrontPage*  
Database: *FileMaker Pro, Omnis*  
FTP/Internet: *Fetch, Safari, Netscape, Explorer, America Online*  
Compression: *Stuffit Deluxe, ZipIt, Disk Doubler*  
Video Production: *Avid Cinema, iMovie, QuickTime*, currently learning *Final Cut Pro*  
Music/MIDI: *PrintMusic2000, Finale, Master Tracks Pro, Deluxe Music Construction Set*  
Miscellaneous: *Toast, SoundEdit 16, iDVD, OmniPage, Timbuktu, QuickMail, Microsoft Mail, QuicKeys, HyperCard*

## ***Software Testing***

Technical coordinator for Apple's speech recognition software. Tested each build, seeded test machines, burned ROMs, set up and performed demos for Apple companywide