



# Harold Giddings

Radio Computer/Network Technician

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## Portfolio



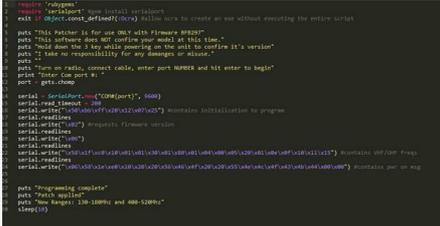
### HamRadioTweets

Software I developed to enable ham radio operators to relay their messages over APRS and various Satellites to Twitter.



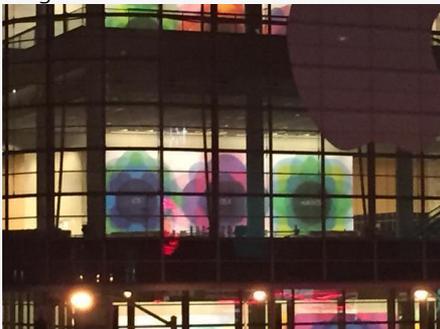
### VFD Weather

Small application that grabs the current weather conditions and posts them to a 'dumb terminal' point of sales display.



### Baofeng UV-5R Unlocker

Basic software I wrote to unlock the UV-5R radio allowing programming of frequencies outside of it's intended range.



### Blog Author

I wrote several articles for the Cupertino Times web-news site.

## Summary

I am a passionate problem-solving individual who enjoys using his spare time to further my career and personal knowledge.

Regardless of the industry I'm working in I've always had a knack for solving problems. This innate need has brought me into the IT industry working as a consultant/technician as well as several hobbies including software development and radio communication.

I was last employed as a Field Technician in the Satellite Television industry installing, maintaining and repairing Dish Network satellite systems.

## Work experience

**Field Service Technician** Nov 2017 - Current  
Communications Service

**Store Associate** Jul 2017 - Nov 2017  
Circle K

I am responsible for various store functions. Including but not limited to

- Checking in/Stocking products
- Running register/point of sale
- Cleaning customer/employee work areas
- Providing a positive customer experience

**Field Technician** Aug 2016 - Jul 2017  
Digital Dish, inc

I am a field technician working both as a team and independently to service Dish Network customers.

Some responsibilities include:

- Time management
- Satellite dish/TV system installation
- Sales/Customer interaction
- Site surveying
- Providing various in-home services

**Student/Family** Apr 2015 - Aug 2016  
Self Study

I started a family and have been using this time to focus on them as well as enhancing my programming skills.

**Apple Care Advisor** Oct 2014 - Apr 2015  
Apple, inc

I work as an AHA Applecare Advisor.

Some responsibilities include:

- Ticket/time management
- Customer relations
- Providing over the phone service and support
- Diagnose and troubleshoot iOS devices

**IT Consultant/Business Owner** Mar 2014 - Sep 2014  
Giddings Computer Services

I was the owner and operator of GCS. I was the sole operator, manager, and technician for the small company.

Our clients included Hotels, Individuals, Insurance Agencies, etc.

Some of my responsibilities and skills include:

- Payment processing using mobile and stationary POS systems.
- Diagnose, troubleshoot, and repair Windows and Mac OSX workstations.
- Setup and administrate remote monitoring and support software.
- Build custom routers using Untangle software to operate as Edge devices.
- Price hardware, services, etc For a given customer to weigh their options.
- Develop business plans and pricing.
- Develop and manage website services and functionality.
- Marketing
- Cisco Meraki

I left the company due to a lack of start-up funds and pursued a career with Apple inc in October of 2014.

## Remote Services Technician

Jul 2013 - Apr 2014

[Support.com, inc](#)

Work from home providing support to customers of SDC clients who have purchased support subscriptions or one-time services.

- Troubleshoot and resolve any issue preventing connection to the internet or wireless networks (computers, smartphones, tablets, game systems, e-readers, printers, media devices, routers, etc.)
- Troubleshoot and resolve problems with Windows and OS X mail/browser applications.
- Explain technologies to customers using non-technical terms so that they might better use their hardware and software, or understand what needs to be done to resolve their issues.

## IT Consultant

Sep 2011 - Aug 2013

[Computer Connection Consulting/Contracted](#)

I was an on site and remote computer/server technician.

Some of my responsibilities included:

- Time management
- Travel to business locations
- Manage windows server 2003 and 2008 R2
- Connect Windows XP-7 to Domain networks
- Build new systems to customer specifications
- Develop plans and execute wireless network installations
- Customer relations
- Installation and management of Acronis backup and recovery software
- Multi-Access Point Wireless systems
- Outdoor Wireless Installations
- VPN/IPSet mutli-location bridging

## Education

### Extra Class Amateur Radio License

2012 - 2022

[Federal Communications Commission](#)

I am a licensed Amateur radio operator and use the privileges to explore radio and satellite communications.

I have conducted experiments with 10GHz/220mhz radio bands (among others) and have an ever increased interest in satellite and digital operations.

### Program Certificates

2007 - 2011

[Ashtabula County JVS \(A-Tech\)](#)

Recieved certificate for Business technology, Marketing and CNet (Computer Electronics and Networking)

### A+ Certification

2012 - 2015

[CompTIA](#)

A+ is the starting point for a career in IT. The performance-based exams certify foundation IT skills across a variety of devices and operating systems.

Offensive Security Inc

My exam was conducted remotely over several SSH sessions. I was tasked with breaking into multiple access points using various techniques and encryption schemes.

To pass I was required to break into each and every one within my scheduled time frame, I succeeded.