

# Troy Dalmasso

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## Skills

### System Administration

- Implementation and administration of Open Directory and Active Directory networks (Magic Triangle)
- Comprehensive knowledge and experience with every Mac system from System 7 to Mac OS X 10.8.x
- Mac OS X, Ubuntu Linux, FreeBSD Unix, and Windows (limited) system administration
- Troubleshooting network routers, switches, TCP/IP, ethernet, WiFi, DNS (Bind), DHCP, Kerberos, LDAP
- Mac OS and Unix command line & scripting (bash, vi, Applescript)
- Remote Mac client management with Remote Desktop and JAMF Casper Suite
- Centrify DirectControl for Active Directory integration

### Web Design & Web Application Development

- Test driven development using Agile methodologies
- OOP design principals & patterns with emphasis on MVC architecture
- Semantic markup & styling using modern standards (CSS/ HTML5/ XHTML/ XML)
- Front end scripting (Javascript/ Ajax/ JQuery/ Prototype/ MooTools)
- Back end development using PHP5 and Ruby on Rails (RoR)
- Database design, optimization, and SQL (MySQL)
- Apache configuration and administration
- Source code management (Subversion/ Git)
- CMS development (Silverstripe/ Drupal/ Wordpress)

### Multimedia Authoring

- UI Design/ Color theory
- Photoshop/ Illustrator/ InDesign/ Quark XPress
- Logic Pro 9/ Native Instruments Komplete & Kore2
- Modern audio and MIDI production techniques

## Certifications

### CompTIA

- Security +

### Apple, Inc.

- Apple Certified Support Professional (ACSP)
- Apple Certified Technical Coordinator (ACTC)

### JAMF

- Certified Casper Administrator (CCA) -Oct, '15

## Experience

2006 - 2015

*Bit Beyond, LLC*

*Austin, TX*

### Founder, Software Engineer, Web designer, Web Developer

- Completed my site [www.thepatchbay.com](http://www.thepatchbay.com) (30K lines of code)
- Designed and/or developed numerous CMS based sites for clients
- Contributions to Silverstripe include bug fix in REST API and UI improvements
- Dozens of contract jobs for Alcatel-Lucent (web banners, coding, and technical documentation)

2013

*Computer Sciences Corporation (Dept of Defense)*

*Okinawa, JP*

### Senior Professional Field Engineer

- Rebuilt the XServe at the IT Division of DoDEA Pacific
- Remotely, almost single-handedly, whipped the entire, DoDEA Pacific, million+ dollar Mac deployment into shape
- Fielded calls from dozens of Account Technologists (AT) regarding all things Mac
- Issued rapid patches and updates in accordance with Homeland Security IAVA policy
- Maintained codebase for program that queries and processes data from several DoD installations
- Acquired full security clearance from the Federal Office of Personnel Management (OPM)

2008 - 2009

*Red McCombs Media*

*Austin, TX*

### Software Engineer, Web Developer

- Database design and UI to heavy data e-mail marketing system for enterprise team
- Built and maintained CMS driven and custom coded sites for corporate clients

2006

*Guitar Center Retail*

*San Francisco, CA*

### Pro Audio Department Sales

- Specialized in sales of Macintosh based DAW and Virtual Instruments

1999 - 2005

*Apple Computer, Inc.*

*Austin, TX*

### Tier Two PowerBook Technical Support

- Team lead in TSPS (Technical Service Provider Support)
- Taught class on audio production with Logic Pro to Tier 1 reps
- Taught class on soft (people) skills to Tier 1 reps
- Fielded (on average) 25 calls per day with a 15 minute call resolution
- Usually had the highest FCR (First Call Resolution) on my team

1996 - 1999

*Fat Tracks Recording*

*Austin, TX*

### Founder, Manager, Audio Engineer, Graphic Designer

- Built and maintained four Mac stations for graphics, mastering, production, and office use
- Grossed \$200,000 in sales after first year of business
- Maintained the books using QuickBooks and manual double entry accounting methods
- Graphics & layout on over 60 records for recording artists
- Recorded, mastered, and/or mfg 250 record & CD projects
- Managed four employees who held various full and part time positions
- Studio featured in Mix, EQ Magazine, and Austin Chronicle article written by KGSR's Andy Langer
- Photos & graphics for CD featuring Willy Nelson mentioned on Leno and Ent Tonight
- Co-mastered record with Dave McNair (produced Jimmy Vaughn, Melvins, and Kyuss)
- Notable clients include:
  - Forest of Waveform Records & nationally syndicated FM radio show Musical Starstreams
  - Morton Subotnik who designed world's first synth playable in realtime