

Don Montalvo
230 S. MacArthur Blvd #213
Coppell, TX 75019

Cell: +1 (347) 421-2359
donmontalvo@gmail.com
<http://linkedin.com/in/donmontalvo>

Work History

IT Consultant (Jan 09 - Present)

Clients include Apple, Capgemini and Warner Brothers Entertainment, Inc.

Christie's Auction House - Mac/DAM Support Manager (Jan 07 - Jan 09)

Managed support for the Mac/DAM environments in a global heterogeneous network with reports in US, UK, FR and HK. Turned around inconsistent, unmanaged Mac environment by implementing Apple OpenDirectory for granular central management. Packaged all software for distribution. Worked closely with department managers to analyze how they work and made adjustments, implemented scripting and automation to increase efficiency and productivity and reduce repetitive tasks and downtime. Mentored and trained Helpdesk and Desktop Support staff on increase Mac support proficiency. Built and managed a wide range of servers and resources including Apple XServe/Apple XServe RAID, Apple Software Update Server, Apple NetBoot/NetInstall, Xinet FullPress/Webnative, GroupLogic MassTransit/ExtremeZ-IP, Extensis Universal Type Server, FontReserve Server, Suitcase Server, Quark License Administrator, FileMaker Pro Server, and many more. Managed Mac environment budget, contracts and vendor relationships.

G2 Worldwide (Grey Global Group/WPP) - IT Manager (Feb 06 - Aug 06)

Responsible for 300 user mixed platform environment with offices in NY, IL and CT. Self sufficient operation with 200 Macintosh users, 40 PC users (liaised with parent company PC support group), 40 printers and 10 servers. Managed all custom Mac OSX build images, installers, scripts and policies. Built and managed all Macintosh servers (video production, file, backup, database, etc.). Managed IT budget, contracts and agreements. Two direct reports in NY, one in IL and one in CT. Due to family reasons, had to leave after a few months, found suitable replacement who held position for 2 1/2 years.

Polo Ralph Lauren - Senior Macintosh Administrator (Apr 04 - Feb 06)

Hired as a consultant to work with Apple to migrate Mac environment from antiquated OS9 to OSX. Leveraged existing AD infrastructure and implemented OpenDirectory for central management using Apple Workgroup Manager. Created custom Mac OS X images and deployment processes, packaged all applications for deployment using Apple Remote Desktop Task Server. Leveraged Unix features in OSX including cron, login/logout hooks, launchd, etc. Created and managed central asset management database for Macintosh software, hardware and change control. After project was completed, hired to manage Mac environment full time.

IT Consultant (Nov 01 - Apr 06)

Clients included Polo Ralph Lauren, New York Magazine, Publicis, C2 Media, TBWA\Chiat\Day, Blue Digital Imaging Group, GarfieldMarks and many more.

Morgan Stanley - Macintosh Systems Manager (Oct 00 - Nov 01)

Administered 40 user creative design Macintosh environment in NYC office. Designed, created, deployed and maintained IBD Creative Service's first Mac OS 9 Build using NetOctopus and ASR. Packaged and pushed new software, updates, upgrades and configuration changes over the network (central management). Restructured and redefined many aspects of workflow to increase efficiency and reduce downtime/waste. Researched and purchased all hardware and software for department. Created FileMaker database to track assets. Administered department's Xinet FullPress server.

Lippincott & Margulies (Marsh & McLennon) - Senior Mac Support Tech (Oct 99 - Oct 00)

Responsible for daily support of 70 users in NY, CA and MA. Configured, maintained and administered AppleShare IP File Server, Quark License Administrator server, Filemaker Pro Database server, Eudora Internet Mail Server, Retrospect Backup Server, Macintosh workstations and Powerbooks. Supported a wide range of peripherals, including flatbed scanners, digital cameras; workgroup laser printers; Palm devices and conference room projector equipment.

Color Wheel - Production Technician (Jan 89 - Sep 99)

Began in C-Print production (small to mural sized prints, large format copy camera, etc.). Advanced to digital output services (Iris, Lambda, NovaJet, etc.). Image retouching, troubleshooting client QuarkXPress layout files, flat art scanning. Over time provided an increased amount of on site Macintosh workstation maintenance and support.

Color By Pergament - Service Bureau Technician (Jan 86 - Jan 89)

My civilian career began at O'Henry Film Works, owned by Henry Pergament. Customers would drop off rolls of film and we would process the film and print through 50 foot Kodak print machines. Responsibilities included maintaining color calibration and overall print quality. Within a few months Henry transferred me to his professional services division, Color By Pergament. Responsibilities included convention photo printing, moved on to copy camera and internegative work, then on to murals and custom C prints.

US Army - Field Artillery, Special Weapons (Jan 79 - Jan 85)

Entrance exam qualified me for tech positions, but being naive I chose Field Artillery (13B). I was selected for the Special Weapons team (nuclear weapons technician - secret clearance). I was first stationed in Izmit Turkey (USAEUR, SEATAF; Tuslog Detachment 97) where we worked with the Turks in a joint NATO partnership involving Honest John Missile Systems. I was then sent to Fort Campbell to join the "Screaming Eagles" (101st Airborne Division). Finally I spent a couple years in Schweinfurt Germany (1st Battalion, 76th FA) where I concentrated on my shooting skills and earned the Expert Marksman qualification. Honor graduate, Non Commissioned Officer's Academy.

Training and Certification

JAMF: CCA - Certified Casper Administrator (Certified 2010)

Apple: AppleCare MobileMe Support (Certified 2009)

IO Integration: East Coast Training (2008)

Xinet: Xinet Advanced Administration (2007)

Xinet: Xinet Basic Administration (2007)

Apple: Directory Services Integration and Administration v10.4 (2007)

Gretag Macbeth: Picture Perfect Color (2007)

NetCom Information Technology: Linux+ (2002)

Learning Tree International: UNIX Introduction: Linux (2001)

Morgan Stanley: UNIX Introduction - Solaris (2001)

MacWorld NYC: OS X in Depth (2001)

MacWorld NYC: PDF For Prepress (2000)

Eastman Kodak Company: Kodak Internegative Workshop PCP-4E (1989)

Eastman Kodak Company: Kodak 2610/3510 Series 9 Color Printer Workshop (1987)

Germain School of Photography: Professional Career Photography (Certified 1986)

US Army: Non Commissioned Officer's Academy (Honor Graduate 1982)

Personal

Recreational cyclist, accomplished pool player, non-smoker.