

 **Work Experience****JUL-NOV 08 LIGHTFORCE COMPUTERS BALLINA: WORKSHOP & ONSITE APPLE TECHNICIAN**

Responsible for hardware and software troubleshooting and repairs of various Apple products, both in the Ballina workshop and for onsite callouts. The position was mainly self-managed, with minimal liason with Lightforce HQ in Byron Bay. Use of Apple Global Service Exchange and Service Manuals for Warranty repairs. Hardware and software installation and upgrades. Extensive use of Drive Genius, Disk Warrior and other repair utilities. Personal training of clients, and occasional sales work.

**JAN-JUL 08 MAC ALERT - APPLE AUTHORISED SERVICE PROVIDER: WORKSHOP MANAGER**

Hardware and software troubleshooting and repairs of the full range of Apple products, in one of Australia's best-rated AASPs. Software troubleshooting, hardware diagnosis and repair according to Apple Service Manual procedures, ordering and replacing parts using the Apple Global Service Exchange system. As Workshop Manager I was also responsible for bookings and stock with a bespoke FileMaker sytem, and the supervision of other staff. I conduct personal training sessions for clients in OS X and various applications, and also handle public liason and sales as required. [www.macalert.com.au](http://www.macalert.com.au)

**2007 FREELANCE MAC TECHNICAL SUPPORT ANALYST & MULTIMEDIA OPERATOR**

As director of the Mac Gurus consultancy, I have been providing Mac technical support, data recovery and purchasing/installation services to individuals and small businesses, as well as web design, and audio engineering. [www.macgurus.co.uk](http://www.macgurus.co.uk)

**2005-2006 GLAXOSMITHKLINE: SENIOR MAC & PC TECHNICAL SUPPORT ANALYST**

Supporting 60 Mac users using Illustrator, Quark Xpress, Office, and a Windows 2000 Server file management system in a regulated corporation. Maintaining OS X Server and developing disk image builds for site-wide deployment. Extensive use of UNIX command line for troubleshooting. Using Apple Remote Desktop for troubleshooting and upgrades. Also Windows XP remote desktop assistance, and configuration of printers in an XP environment. Use of Remedy system for support ticket management.

**2004 GUARDIAN & OBSERVER NEWSPAPERS: MAC TECHNICAL SUPPORT**

One of 20 Mac staff supporting over 1,000 journalists, editors and designers using Quark Xpress and CopyDesk, Photoshop and Illustrator, and a UNIX-hosted file management system that compiles the Newspapers for PDF-output to print houses. As well as software and hardware support of Mac OS 8/9/X machines, I used basic UNIX commands for troubleshooting the UNIX servers, did basic Windows hardware and software support, and physical networking. Journalists overseas required complicated technical support over the phone, which involved succinct communication to resolve their problems before their copy-deadline.

**2001-2003 BBC TV CENTRE: BROADCAST MAC ENGINEER**

One of two Mac engineers for MediaArc, the broadcast branding and design department. Troubleshooting 70 Macs which were pushed to their limits by high-demand multimedia work, rendering, and volatile plugins and extentions. Most of the problems were resolved with software utilities, but hardware failure and replacement were common. I demonstrated that I can transfer data and rebuild Mac hardware such that users can get back to work quickly. I trained the designers how to interface between the Macs, PCs and the customized video equipment, and learned the crucial hardware and software issues in large-scale networking.

**1999-2001 UNIVERSITY COLLEGE LONDON: MAC TECHNICAL SUPPORT**

Based in the MRC Laboratory for Molecular Cell Biology, I was supporting a network of 100 Macs, printers, cameras and other scientific peripherals. Specialized jobs included drawing scientific diagrams with Illustrator, PowerPoint presentations, web-design, and video encoding. I also did a complete overhaul of the Anatomy Department's 40 Macs: upgrading everyone to OS9 and optimising them for each users' specific needs, installing new hardware, RAM and software as required.

# Ben Mudge

**Apple Certified Macintosh Technician**

mudge@intertwined.net

0450284045

## Education

### **APPLE TECHNICAL COORDINATOR CERTIFICATE**

Two official courses in Mac OSX 10.3 Server & Client Administration: 9LO-400 & 9LO-505: Xplor-IT Training, London.

### **FIRST CLASS POSTGRADUATE HONOURS IN SOCIAL SCIENCE** Flinders University of South Australia.

I developed sophisticated research, writing and editing skills by producing a 20,000-word thesis.

### **BACHELOR OF ARTS** Undertaken at Edinburgh University and Adelaide University (2 years each).

I specialised in Philosophy and Politics, achieving highest grade for my class in 4 subjects.

### **SOUTH AUSTRALIAN MATRICULATION** Prince Alfred College, Adelaide:

English A, Mathematics A, Physics A, Chemistry B, Art B. Painting and visual art was actually my best talent, and I won that school prize.

## Skills

### **TECHNICAL**

Mac hardware and software troubleshooting, engineering and problem-solving skills, based on both analytical and lateral thinking, backed by 20 years' Mac experience. Able to develop and deploy builds or individual upgrades to an organisation. Able to do many tasks in vector-based design, photo manipulation, text, layout, HTML, audio and video software environments - which means I can explain how to use most programs, or simply do the job myself.

### **COMMUNICATION**

The ability to explain technical information in straightforward language, to engage productively with stressed-out users in an emergency, and to fix problems quickly. The confidence and organizational skills to teach individuals and large group, gained through the experience of teaching social and political issues at 3 Universities.

## Software Knowledge

### **TECH**

UNIX command line, Drive Genius, DataRescue, Disk Warrior, Tech Tool, Norton Utilities, Virex

### **DESIGN**

Illustrator, Photoshop, Dreamweaver, Flash, Freehand, Acrobat, Quark Xpress

### **AUDIOVISUAL**

Final Cut Pro, After FX, DVD Studio Pro, Logic, Cubase, MOTU DP5, ProTools

### **ACADEMIC**

Word, Excel, PowerPoint, Acrobat, Endnote, numerous web and mail clients

## Other Interests

### **MUSIC COMPOSITION, PERFORMANCE, RECORDING & MIXING**

I play electric guitar & bass, create songs in our studio, mix with Logic, then perform live. I can set up a whole recording studio: outboard racks, Mac digital audio system, monitors, desk and cables. I also engineer PA systems and video for presentations and gigs.

## Referees

Sagaro Sagaro, Lightforce Computers Byron Bay: sagaro@lightforce.com.au / 02 66858796

Richard Christian, Mac Alert Adelaide: richard@macalert.com.au / 08 83510011

Steve Hale, BBC Engineering London: steve.hale@bbc.co.uk / +44 7796888332

 **Ben Mudge**

**Apple Certified Macintosh Technician**

mudge@intertwined.net

0450284045

British Broadcasting Corporation BBC Resources Limited Room 5616 Television Centre Wood Lane London W12 7RJ  
Telephone 020 8576 7305 Fax 020 8746 1024

**B B C Resources**

Head of Post Production Operations

John O'Callaghan  
BBC Post Production Operations Manager  
Tuesday 9 March 2004

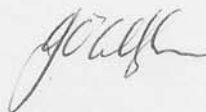
**Subject: Reference for Benjamin Mudge**

I am writing to confirm that Mudge has worked as part of our technical support team in the Graphic Design area of the BBC for 2 years. During this time Mudge has delivered work of the highest standard and has proved a trustworthy member of the team.

Mudge duties included the technical support of approximately 70 Apple Mac users as well as assisting in the support of associated broadcast equipment. He achieved an excellent rapport with both our customers and other members of the Engineering team. He will be missed by his colleagues here at the BBC and I am happy to recommend his services to any prospective employer.

Yours Faithfully

**John O'Callaghan**



Post Production Operations Manager

**BBC Resources**

Room 5558, Stage 5, Television Centre, Wood Lane, London, W12 7RJ

119 Farringdon Road, London EC1R 3ER  
Telephone 020 7278 2332  
guardian.co.uk

December 10 2004

**Reference**

I am writing to confirm that Mudge has worked as part of our Editorial Systems Support team at the Guardian and Observer Newspapers for 6 months. During this time Mudge has delivered work of the highest standard and has proved a trustworthy member of the team.

Mudge's duties included second-line technical support of approximately 1300 Apple Mac users as well as first-line troubleshooting on Solaris and Linux-based assembly, output and data transmission systems. Mudge achieved an excellent rapport with both our customers and other members of the Editorial Support team. He will be missed by his colleagues here at the Guardian and Observer and I am happy to recommend his services to any prospective employer.

Yours Faithfully



**Andi Elsner**  
IT Duty Manager  
Andi.Elsner@guardian.co.uk  
020 7713 4775  
07770 265 196

**IT Department Guardian Newspaper Ltd**

**Guardian Newspapers Limited**  
A member of Guardian Media Group PLC  
Registered Office  
164 Deansgate, Manchester M3 3GG  
Telephone 0161 832 7200  
Registered in England Number 908396

 **Ben Mudge**

**Apple Certified Macintosh Technician**

mudge@intertwined.net

0450284045



Martin Raff

**MRC LABORATORY FOR MOLECULAR CELL BIOLOGY**

**AND CELL BIOLOGY UNIT**

**UNIVERSITY COLLEGE LONDON**

Gower Street, London WC1E 6BT

Tel: 020-7679-7016

Fax: 020-7679-7805

E-mail: m.raff@ucl.ac.uk

December 7, 2004

To whom it may concern:

This is a letter of reference for Ben Mudge, whom I have known for more than 20 years.

Ben is conscientious, hard working, and highly intelligent. He has very high standards and impeccable integrity. He has excellent people skills and gets on well with colleagues.

He is especially skilled in working with Mac computers and has held several positions in London where he was responsible for keeping an institution's computers running efficiently. One of these jobs was at the Research Institute where I work, and I can attest to the high quality of his performance. We have had several individuals in this position over the years, and, in my view, Ben was the best of them.

I strongly recommend him to you.

Sincerely,

Martin Raff FRS

Emeritus Professor of Biology