

# Genesio A Zenone

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Experience: Nov 2009-Present: **Zen Computing** New York, NY

## **Founder**

Worked on a continuing freelance basis, providing desktop and server support, Graphic Design and Web Design for NY-based companies including **Eurotextil**, **Roland Nivelais**, **Creare** and **Busted Halo**.

Jan 2003-Oct 2009: **David Horowitz Freedom Center**, Los Angeles, CA

## **Technologies Project Manager**

Designed and managed the websites FrontPageMag.com, StudentsForAcademicFreedom.org, DiscoverTheNetworks.org and TerrorismAwareness.org. Supported ~20 workstations and servers. Secondary and tertiary roles included graphic design, copy editing and content submission.

Sept 2001-Dec 2002: **Landor** San Francisco, CA

## **Level II Internal Support - Technology Specialist**

Responsible for the technical needs of approximately 200 digital artists and 20 executives. Regular tasks include creating and deploying images for workstations and presentation machines, providing Audio/Visual support for presentations and pitches, maintaining the companies' printers and supporting software including Photoshop, Illustrator, Acrobat, Office and Quark.

Jan 1997-Sept 2001: **Macromedia** San Francisco, CA

## **Migration Support (May 2001-Sept 2001)**

Oversaw the domain migration from Macromedia to AtomShockwave as well as the migration from the Unix-based mail server to MS exchange. Specialized in problems associated with the Macintosh.

## **Events Technical Specialist (Nov 2000-May 2001)**

Specialized in providing for all the technical needs of tradeshow, seminars and conferences: Designed and provided electrical plans, networking solutions, supported Windows 95/98/NT/2000, and the Mac OS suite, for demo pods as well as hands on training classes. Worked extensively with audio mixers, amplifiers and visual display systems.

## **Desktop Support- Lead Macintosh Tech (July 1999-Nov 2000 )**

Solved PC hardware, software, and operating system problems. Supported operating systems included: Windows 95/98/NT/2000, and the Mac OS suite. Resolved in house network access problems due to hardware, configuration, and account setup. Supported remote network access problems with dial up and VPN users. Imaged, configured, and deployed laptop and desktop systems for new and current users. Created updated images of various operating systems for laptop and

desktop systems on a frequent basis. Used a FileMaker helpdesk ticketing system. Documented specialized software installs and processes.

**Quality Assurance Engineer** (Jan 1997-July 1999)

Worked on feature development, localization, test plans, test scripts, and matrices. Ran smoke, beta, acceptance and stress tests. Created Director test movies containing interactivity and animation for CD and Internet playback. Managed the QA lab, and made sure all systems were configured according to specifications. Administered a filmmaker database for bug tracking purposes.

Education	<u>McGill University</u>	Grad, 2000	Montreal, P.Q
	<b>B.A. Philosophy and Cognitive Science.</b>		
	Specialized in analytic philosophy and linguistics.		
	<u>Dawson College</u>	Grad, 1993	Montreal, P.Q
	<b>Diplome D'Etude Collegial. Pure and Applied Science</b>		

Skills

- Certified by Brainbench in PC troubleshooting
- Certified by Brainbench in MAC troubleshooting
- In-Depth knowledge of Office, web-design and multimedia software, including Office, Filemaker Pro, Dreamweaver, Fireworks, Photoshop, Director, Sounforge, Peak and ProTools.
- Trilingual (Italian, French and English).
- Strong writing skills.
- Extensive experience with Windows and Mac operating systems.
- Total fluency with Mac, Windows and networking hardware, as well as audio/visual hardware.