

**Teresa M. Heistand**  
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## **EXPERIENCE/PROFICIENT COMPUTER SKILLS:**

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I have a solid background in troubleshooting computer problems and the ability to research errors and resolve problems in a timely manner.

I am experienced in the following:

- **Mac OS X Server**
- **Macintosh Graphics**
- **Office Programs**
- **Filemaker Server**
- **Mac OS X**
- **Video Production/Editing**
- **Database Design/Development**
- **Network Administration**

I am proficient in the following:

- **Adobe Photoshop**
- **Filemaker Pro Advanced**
- **Apple's Final Cut Pro**
- **DVD Studio Pro**
- **Mac/PC Networking**
- **Microsoft Word/Excel**
- **Adobe Dreamweaver**
- **Mac OS**

## **WORK HISTORY:**

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### **IT Coordinator, Pittsburgh Filmmakers – 2001 – Present**

For the past 9 years, I have worked as the IT Coordinator of Pittsburgh Filmmakers, a non-profit media arts center that provides classes in photography, film, video and digital arts. Pittsburgh Filmmakers also provides artist/member access to all manners of equipment relating to those classes.

In my role, I am responsible for the following:

- Maintaining & managing over 150 computers in multiple buildings, including servers, administration, classroom and editing suite machines (systems are mostly Macintosh plus a handful of PC's at both locations).
- Perform software & hardware upgrades as required, such as hard drive and expansion card installation.
- Design and implement digital lab setups.
- Deployment of all system images.
- Create AFP log-ins and passwords for administration and faculty.
- Maintain the development of a contact management database built in Filemaker, including the design/implementation of additional functionality.
- Administer an Ethernet based network.
- Re-cable patch panels and rerouting connections as necessary.
- Manage and create all email accounts, via ISP.
- Daily backups of administrative materials.
- Purchase or recommend nearly all digital components for current programs.
- Communicate with various departments during budgeting stages for technical needs.
- Respond to help desk queries via. phone, email and in-person for staff, faculty and students.

## **WORK HISTORY CONTINUED:**

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### **Database Developer/Designer, CG Software LLC – 2007 – Present**

Currently I work as needed for this local Filemaker Pro consultant.

My responsibilities include, but are not limited to:

- Assisting Lead Developer with database design/redesign.
- Attending consultation meetings with potential and current customers.
- Performing customer service/help desk queries via phone and email.
- Creation of original database materials.

### **Macintosh Lab Assistant, RMU Moon Campus – 2005 – 2008**

For several semesters I worked part-time at Robert Morris University at the Academic Media Center.

My responsibilities included, but were not limited to:

- Assisting students with questions on Final Cut Pro Suites.
- Maintaining and repairing systems on an ongoing basis.
- Assisting RMU's IT Department on Macintosh issues.
- Consulting with management level faculty regarding hardware and software purchasing.

### **Freelance Web Design/Video Editing/Computer Consulting – 2002 – Present**

For the last few years, I have accepted freelance paid jobs for individuals, businesses and artists which involved the following:

- Web Design
- Graphic Design
- Animation
- Video Editing
- DVD Creation & Authoring
- Consulting for the Macintosh Platform

### **Adjunct Assistant Professor, Pittsburgh Filmmakers – 2003 – Present**

Responsibilities include:

- Teaching both the Introduction to Digital and the DVD Authoring Class reaching over 200 students in thirteen semesters.
- Created class materials.
- Outlined class schedules.
- Dealt with student needs outside of class time as the need arose.

The classes above focused on teaching concepts of the following programs:

- **Adobe Photoshop**
- **Apple's Macintosh OS X**
- **Final Cut Express**
- **DVD Studio Pro**

## **EDUCATION:**

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**Bachelor of Arts in Film Studies from University of Pittsburgh Main Campus, 1997**

**Non-Credit Classes at Pittsburgh Filmmakers in Film, Photography, Web Design, Screenwriting and other Digital Media**

## **REFERENCES:**

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**Available upon request!**