

ANTHONY C. DUNSTER

(801) 602-5985 • www.AnthonyDunster.com

EDUCATION

Technology Teacher Education: Multimedia, B.S. College of Engineering Apr 2009
Brigham Young University Provo, UT

WORK EXPERIENCE

Support Technician – Technical Support Department Aug 2009–Current
Xactware Orem, UT

- Assist Xactware customers over phone or online chat with any needs from troubleshooting errors to installing/configuring Xactware software

Owner/Operator Aug 2004–Aug 2009
Dunster Castle Creations Provo, UT

- Create DVDs from the beginning video editing stages through product delivery
- Editing the video/audio, creating the graphics, making the DVD menus, designing and printing the entrapment and DVD labels, product assembly, and shipping
- Freelance photography as needed including event and portrait photography

Assistant Computer Support Representative – Helpdesk Technician May 2006–Aug 2008
BYU College of Humanities Provo, UT

- Assist professors with computer issues by phone or in person
- Install or troubleshoot hardware and software in college computers

Assistant Computer Support Representative – Helpdesk Technician Aug 2003–May 2006
BYU English Department Provo, UT

- Administrate web, domain, antivirus and file servers
- Assist professors with general computer issues by phone or in person

Lab Attendant Jan 2003–Aug 2003
BYU Open Access Computer Labs Provo, UT

- Assist students with any computing needs in an open lab setting
- Operate cash register to sell computer accessories or services

TECHNICAL SKILLS

- Adobe CS3
 - Premiere Pro – Video
 - Encore DVD – DVD
 - Photoshop – Graphics
 - Dreamweaver – Web
 - Lightroom – Photography
 - Audition – Sound Editing
- Mac OSX & Windows XP/Vista/Windows 7 & Ubuntu Linux
- Microsoft Office Suite 2003/2007
- Xactimate/XactRemodel/XactContents
- Drupal web content management system
- RightNow helpdesk incident management
- Hardware and software installation and troubleshooting
- HTML/CSS programming
- TCP/IP network setup and troubleshooting
- Photography and videography

VOLUNTEER WORK & ACHIEVEMENTS

Webmaster May 2004–2007
BYU Folk Dance Club

- Maintain website and create new pages as needs expand
- Implemented new club member database and photo gallery

Volunteer Representative June 1999–June 2001
The Church of Jesus Christ of Latter-day Saints Santa Rosa, California

Eagle Scout Award May 1997
Boy Scouts of America