

# Rafael Guiulfo

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[www.rafaelguiulfo.com](http://www.rafaelguiulfo.com)

## OBJECTIVE

To obtain a position that will utilize my working knowledge of product configurations, operating systems, network concepts, support tools, web design, and graphic applications.

## TECHNICAL SKILLS

### Platform/OS:

PC (Windows 98,XP, 2000, NT), Unix, POS

### Languages/Scripts:

HTML, CSS, some exposure with Java & Unix

### Site Design:

Homesite, Dreamweaver MX, ImageReady

### Graphics/Multimedia:

Photoshop CS, Illustrator CS, ImageReady, Fireworks MX, web graphics, traditional and digital photography, photograph editing and restoration, logo development

### Browsers:

IE 5/6, Netscape 4/7, Opera, Mozilla

### Other Software:

MS Word, MS Outlook, Acrobat, Apache, PHP, CGI, FTP programs

## PROFESSIONALWORK EXPERIENCE

### Freelance

#### Photographer

August/1993 - Present

Freelance work in weddings, documentaries, fashion, editorial, studio and commercial work. Have technical experience in both traditional photography and digital photography.

#### Brain Glow

[www.bavc.org/brainglow](http://www.bavc.org/brainglow)

December/2003 – Present

Redesigned web page from framesets to CSS format. Currently in charge of updating website.

#### Roots and Rhythm Playhouse – Technical Manager

[www.rootsandrhythm.org](http://www.rootsandrhythm.org)

Designed and managed technical aspects of setting up web site. Evaluated and implemented designs submitted by team members.

#### Haight Ashbury Food Program - Content Manager

[www.thefoodprogram.org](http://www.thefoodprogram.org)

Organized, managed and implemented content for the redesign of web page. Assisted in managing and implementing for production all technical aspects.

### Goodguys

#### Information Services & Technology – Senior Computer Operator

August/2000 – May/2002

Monitored and supported all computer processing in MVS and UNIX. Troubleshoot all aspects of network from server access and performance issues to remote office connectivity. Set of core infrastructure technologies maintained were Cisco Network hardware, OS/390 rel 2.6, SNMP server monitor, Windows NT, AIX, SUN, MVS/ESA, S2 ON/X Systems, and GEAC HRIS systems. Skills required in this position include: working knowledge of product configuration, operating system and network concepts, support tools, technical trends, and company business requirements.

### **Desk Top Services**

**February/2000 – July/2000**

Maintained, repaired, assembled, configured, updated, tested, diagnosed and oversaw all workstations used by employees at the corporate and home delivery offices. Trained and oversaw the setup of software used by new employees. Tested and maintained printer, email, and DNS servers. Resolved level 1-3 Desktop Service's trouble tickets.

### **Helpdesk**

**September/1999 – January/2000**

Received, troubleshot and set up trouble tickets for all network problems. Responsible for implementing what departments were responsible for resolving level 1-3 trouble tickets.

### **Senior Sales Counselor**

**February/1994 - August/1999**

Obtained product knowledge on the specifications and features of a variety of electronic equipment. Assisted customers in selecting merchandise. Assisted in training new employees.

## **EDUCATION**

### **City College of San Francisco**

San Francisco, CA

Vocational Courses in photography, digital manipulation applications, computer networking and information technology

### **Bay Area Video Coalition**

San Francisco, CA

**January - June/2003**

Intensive web design certificate program. Courses in web development engaged in design and production for client projects

### **UC, Davis**

Davis, CA

**September/1986 – June/1989**

Courses in biological technology and genetics