



Jeff has been helping our Health and Wellness office for more than five years now. His fees are very reasonable for all that he has done. We have been saved from hackers and viruses with Jeff's help. Dr. Amit Mehta (Mar 2017)

"I have had the occasion to work with Jeff for several years. His knowledge of Microsoft Access is stellar. He has even fixed some issues that Microsoft could not fix!" Joe Diamond. (January 2017),

"Jeff was a lifesaver. He managed to get my iMac up and running without even coming to my place -- he told me what to do and it worked. He just talked me through it on the phone. He deserves to have the number one spot on Yelp.." Nick N. (July 2016)

My Value to *Your* Organization

I have a proven record of delivering quality IT support and solutions to a broad array of customers.

Support Remote access, Rescue/Recovery, Windows, Mac OS X, iPhone, Android
Tools WordPress, GoDaddy, Access, Excel *Expert*
Tech Experience VBA, TCP/IP, Windows Server, Crystal Reports
Industries Manufacturing, Software Development, IT Services

Career History

Jeff Krantz Computer Guru Tarzana, CA Jan 2009 to Present

I provide personalized service and support (both in-home and remote access), application and database development to customers in the Los Angeles area.

Too many experiences to list here. See my Yelp page - goo.gl/baZnsk

Biped Information Services, Inc. Sherman, Oaks, CA June 2003 to Dec 2008

I provide personalized service and support (both in-home and remote access), application and database development to customers in the Los Angeles area.

Major projects include Access database analysis and design for Countrywide Financial, California voter canvassing database, real estate customer tracking application, and paper file scanning/mining of key business data.

Continental Plastic Card Company, Coral Springs, FL August 2000 to June 2003

Continental manufactured custom plastic cards for customers nationwide.

Chief of Application Development and IT Support 3 years

Designed and developed a customer input processing system in Microsoft Excel resulting in substantial manpower savings (over \$40K/year). The system developed over three years into a totally automated series of functions to process all jobs that came in from customers, and data generated by the system itself. All functions are stored in a central workbook that loads with Excel. A custom toolbar was created with dynamic assignments of macros to the toolbar buttons for use in multiuser environment. Data was collected after each job, and was stored in a separate Access database for various reports.

Created custom Excel worksheets that used external data sources to generate reports from the tracking and Macola databases. Performed IP network and server management and maintenance, including configuration, security and performance responsibility. Installed and supported Citrix Metaframe.

Provided end user workstation support, including remote support via Citrix, PC Anywhere, Remote Administrator, and VNC for 40 users, including senior staff, administration and manufacturing personnel.

Citrix Systems, Inc., Coral Springs, FL June 1993 to October 1999

Citrix is a leading software development company.

Third Level Support and Test Case Development.

As a part-time employee during high school and college, I resolved complex customer support problems with Winframe and Metaframe operating systems and developed the first automated test system for Citrix products.

Education

Nova Southeastern University, Ft. Lauderdale, FL
B.S. Computer Science, April 2000.