

**CLAUDIUS REICH**  
589A Dolores Street  
San Francisco, CA 94110  
415-312-0861  
claud.reich@gmail.com

**Heller Ehrman LLP, San Francisco, CA; 2008 to present**

**Help Desk Analyst**

- Firmwide Help Desk for 1400+ users. Answered phones and email, resolving using VNC and other resources when possible, or escalating to local tech or network engineers if appropriate.
- Performed common Outlook troubleshooting (re-enabling add-ons, removing from cached mode, deletion of temporary files) and configuration (creating archive folders, writing rules, etc.).
- Telephone support of VPN client on firm laptops. Created troubleshooting tipsheet for users.
- Active Directory, including unlocking accounts, adding users to groups, modifying Exchange mailbox limits, disabling former employees.
- Setting up and breaking down computers, printers and other resources during company shutdown.
- Helped redesign workflow for file transfer in records center and in off-site warehouse; customized reports.
- Managed permissions for Outlook public folders repository, using native tools and server-side application (PFDAVAdmin). Originated proposal for migration from old folder structure to new.
- Created and managed user accounts on extranet.
- Did on-the-fly Internet research to identify solutions to unusual problems.
- Backed up manager with expertise on MS Office troubleshooting.
- Documented internal processes for training and reference purposes.

**Howard Rice et al., San Francisco, CA; 2001 to 2008**

**Legal Word Processor**

- Extensive use of upper-level word processing functions (paragraph numbering, table of contents, table of authorities, columns, tables, styles, graphics boxes, cross-reference, etc.).
- Editing and formatting lengthy litigation briefs (10-100 pp.) to meet exacting court requirements.
- Performed efilings for courts requiring same.
- Served as informal resource for after-hours user support.
- Designed PDF form for user feedback survey and processes for its distribution and collection.
- Assisted in major overhaul of InterAction CRM database, including copious Internet research.
- Served as file conversion resource for firm.

**Shearman & Sterling, San Francisco and Menlo Park, CA; 1998 to 2001**

**Legal Word Processor**

- Production word processing including extensive use of upper-level word processing functions.
- Created and revised lengthy SEC filing documents.
- Design and revision of PowerPoint presentations, including extensive use of slide templates.

**Greene Radovsky et al., San Francisco, CA; 1990 to 1998**

**Legal Word Processor**

- Production word processing including extensive use of upper-level word processing functions.
- Wrote custom WordPerfect macros for firmwide use.
- Conformed formatting of forms library.

**SOFTWARE/HARDWARE**

Software: Active Directory, MS Exchange, c.Support, iManage, SSLVPN, Citrix, extranet & FTP, Cisco IP Phone. Microsoft Office Specialist (Office 2003). Extensive knowledge of Word 2003, Hummingbird DM, Legal MacPac, Windows XP Pro. Familiar with Excel 2003, PowerPoint 2003, Visio 2003, Outlook 2003, Acrobat Pro, DeltaView, InterAction, TextBridge Pro; HotDocs, Visual Basic, WordPerfect 9, Internet Explorer, Mozilla Firefox, etc.

Hardware: Dell (desktop & laptop). Intermediate level tech work, including installation and removal of drives, adding cards & peripherals. Have added multimedia to 386 by rejumping motherboard without doc.

**EDUCATION**

- Certificate in Computer Programming, Computer Learning Center, San Francisco, CA; 1993
- Liberal arts, Sarah Lawrence College, Bronxville, NY; 1984 (3 semesters)

References available upon request.