

## **ABOUT:**

Tech Assist has been providing technical assistance to Pelican Preserve residents for over 6 years for computer hardware, software/applications, networking issues as well as numerous non-computer related technical requests. Gary Zarse, a full-time resident at Pelican Preserve, is a principle technical resource and has 40+ years experience in the technology related businesses of computers and networking.

Gary has years of hands-on experience working with computers as components of larger computing systems as well as customizing computers as technical support tools. He has worked with every release of Windows from the very first PC-DOS, to the new Windows 10. Gary also was involved with the early stages of the commercial Internet, long before anyone knew what the Internet was and spent many years designing, building, and supporting business networks.

## **Pelican Preserve Resident Experience:**

Over the past 6 + years, Gary has had an opportunity to work with over 200 Pelican Preserve residents and has become very familiar with the common problems, issues, and requirements as they relate to the usage of computers and the Internet. Gary's knowledge, experience, and capabilities to analyze and resolve a wide variety of computer and/or network related problems is the primary factor for repeat resident customers and referrals.

Gary provides answers and solutions for basic computer, application, and/or networking questions or problems that tend to prevent many people from fully utilizing today's technology. In addition to fixing problems, he also talks with the residents to determine what they expect from their computer and then sets up Windows and/or applications to fulfill those expectations

Gary is also very good at figuring out how to make things work the way they are suppose to work as well as spending the time to talk with you to determine how you really want your computer or your home network set up, as opposed to the way it was initially installed or configured by the vendor's technician.