

Mark L. Lintern

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Technical Skills

- Advanced Experience with HTML, Javascript, CSS, JQuery Microsoft Office 2003, 2007, 2010, as well as Backup Exec
- Intermediate experience with Ruby, Bash, mysql, Microsoft Exchange, Bomgar, Kaseya, True Crypt, C++
- Entry level experience with PHP, SQL, Visual Basic, Mozy online backup, and Mathematica
- Operating System experience: XP, Vista, 7, MAC OS X, Server 2003, Server 2008, Linux Systems (Cent OS, Fedora, yum packaging systems)
- Altigen Phone System: 5.0 PBX, 5.2 PBX, 6.0, 6.5, along with programming IP 705, 710, and 720 phones

Professional Experience

Compendium, Indianapolis, IN Implementation Specialist

July 2012 - Present

- Implemented customer designs from Photoshop into HTML, CSS, Javascript, and JQuery in our template management tool.
- Wrote and execute content import and export scripts in PHP and Ruby using the Compendium Rest API.
- Executed the office move, which included designing and setup of wiring tower.
- Split Time between company Integrations, Implementation and Maintenance of Web Designs, and Product Support.
- Migrated support request system from Salesforce to a Zendesk Salesforce integration.
- Executed support requests via phone and email and track them with Zendesk.
- Continued to maintain internal systems, new user setups, and network configuration for the company.

Information Technologies Administrator

September 2010 - July 2012

- Configured and maintained internal Active Directory, DHCP, and DNS Services.
- Created a move plan for office equipment, phone system and network organization.
- Executed email migration from Microsoft Exchange Server to Google Apps.
- Maintained Bacula backup system then migrated it to Windows Backup once everyone switched to MAC.
- Built and maintained internal web server build on Cent OS and Apache 2.
- Migrated DNS and DHCP from Linux BIND and DHCP to Windows Server 2008 Native Applications.
- Upgrade and Maintained Samba Network Storage Server with OpenLDAP and Active Directory integration.
- Migrated Network Storage from Samba Server to Windows Server.

Qbase Inc., Beavercreek, OH Support Desk Analyst II

November 2009 - September 2010

- Perform routine outbound maintenance and repairs for hardware and software when necessary.
- Implement and maintain security protocols companywide through group policy and third party software.
- Supported IP phone systems for managed companies as well as own internal phone network.
- Created and maintained backup solutions, both on-line as well as physical drives, onsite and remotely.
- Trained new employees to deal with common issues and software tools used.
- Work directly with the director of IT solutions.

Support Desk Analyst I

May 2008 - November 2009

- Performed remote, phone and email support using verbal instruction and remote software.
- Supported the various software, hardware and network issues of more than 300 companies.
- Managed servers, workstations, routers and switches for approximately 30 companies subscribing to the managed services opportunities provided by the support staff with a third party software.
- Performed virus control measures for both pre infection prevention as well as post infection removal.
- Utilized the connectwise support application to track user requests from trouble ticket generation to resolution.
- Hand built servers and workstations as well as installed hardware and software as requested by client.

CFA Networks, Springfield, OH Engineer / Help Desk Intern

May 2007 - August 2007

- Acted in a support role for clients local to the building who subscribed to ISP and Phone services.
- Rack mounted servers, switches, routers and cable management in the locally operated datacenter.
- Shadowed Outbound engineers on server migrations and other support calls and projects.
- Created instruction manuals for commonly used software by our customers.
- Ran cat5 cabling throughout the datacenter, as well as, punching them down and using testing equipment verified that each was correctly labeled and properly terminated.

Wittenberg Computing Solutions Center Help Desk Phone Operator/ Student Installer

January 2005 - August 2007

- As part of a group, executed a campus wide operating system upgrade from Windows 2000 to Windows XP.

- Replaced malfunctioning hardware and resolved software issues on the more than 2000 campus computers.
- Performed Wittenberg preparation and virus removal functions on Student PCs.

Wittenberg Math Workshop

Help Desk Phone Operator/ Student Installer

August 2007 - May 2008

- Worked with students to improve their "Wittenberg Math Score", which was a prerequisite for math geared courses.
- Tutored students in Math classes ranging from beginning Algebra to Calculus II.
- Tutored students in Computer Science and Basic programming for introductory to programming courses taught in Python.

Professional Development

Delta Tau Delta Fraternity

- **Vice President**, was in charge of more than 10 committees which ran both internal and external functions of the fraternity including successful philanthropies and social events.
- **Treasurer**, constructed and solely managed a budget of \$103,000 for the 2006-2007 academic school year which maintained rent, food, social events, committee funds, etc.

Projects

Personal Websites

- nretnil.com, practical site of my commonly used online tools.
- marklintern.com, personal site that allows me to test different technologies.
- lintern.us, fun site with family photos displayed as if they are on a cork board.
- app.nretnil.com, currently a user signup app.

Education

Wittenberg University

Bachelor of Science - Computer Science

May 2008

Bachelor of Arts - Mathematics

May 2008