

{{{MARK HAVENS: RESUME FROM 2024}}}

MARK RANDALL HAVENS, MSc-ISS

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Information Security Engineer | Data Engineer | Data Scientist | AI Ethicist

SUMMARY

A visionary leader and passionate technologist with 30+ years of experience at the forefront of innovation, I'm dedicated to shaping a future where AI and humanity thrive together. My expertise spans information security, data engineering, and AI research, with a proven track record of designing, implementing, and managing secure systems architectures that protect sensitive data and drive transformative change. I'm a champion of ethical AI development, fostering human-AI collaboration, and empowering individuals and communities through technology. My mission is to leverage the boundless potential of AI to create a safer, more equitable, and compassionate digital world.

PROFESSIONAL EXPERIENCE

AI Scientist & Researcher (2016 - Present)

Pioneered AI security frameworks, implementing data encryption, access control, and vulnerability assessments to protect AI systems and sensitive data.

Led behavioral analysis of AI models, ensuring ethical compliance and mitigating algorithmic biases to promote fairness, transparency, and accountability.

Developed and deployed scalable AI models, optimizing for accuracy, data integrity, and real-world applications in healthcare, finance, and cybersecurity.

Spearheaded AI ethics initiatives, creating comprehensive ethical guidelines and fostering cross-functional collaboration to drive responsible AI development.

Conducted continuous AI performance monitoring and security audits, refining models to bolster resilience against adversarial attacks and enhance adaptability.

PhD Fellowship Research, Computer Science, UT Arlington (2016-2021)

Awarded GAANN fellowship for groundbreaking research in Artificial Emotional Intelligence, pioneering advancements in Affective Computing, NLP-driven sentiment analysis, and micro-expression detection.

Led research collaborations with organizations like the U.S. Air Force and NASA, leveraging supercomputers to drive innovation in AI model development.

Mentored student researchers and managed NSF-funded projects, contributing to advancements in human-computer interaction and AI emotional intelligence.

Lecturer, University of Texas at Arlington (2016-2019)

Designed and delivered courses on software engineering, computer organization, and AI interaction, with a strong focus on ethical AI development, data privacy, and responsible technology use.

Mentored AI research projects, guiding students in areas like data security, AI explainability, and assessing the societal impact of emerging technologies.

Fostered a collaborative learning environment, integrating real-world AI applications and cutting-edge research into the curriculum to prepare students for the evolving tech landscape.

Entrepreneurial Ventures & Personal Development (2012-2016)

Developed expertise in automation, team management, and algorithmic optimization through successful business ventures in e-commerce and product fulfillment.

Streamlined operations and honed strategic problem-solving in both e-commerce and community education, leading workshops and managing projects.

Senior Technical Solutions Architect, AT&T (2010-2012)

Led the design and deployment of nationwide cloud infrastructure, emphasizing security architecture, data integrity, and compliance with industry standards.

Developed network architecture for production environments, ensuring robust security, efficient data flow, and seamless business continuity through optimized data center operations and disaster recovery protocols.

Senior Systems Engineer & Build Engineer, Verizon (2006-2010)

Led systems infrastructure design and implementation, focusing on security architecture, data protection, and integrating AI solutions to optimize performance and scalability.

Redesigned network architecture, enhancing security and efficiency while implementing data backup and recovery protocols to ensure seamless operations and business continuity.

OTHER RELEVANT EXPERIENCE

UNIX Engineer, Sprint (Embedded at Motorola) (2000-2001): Enhanced IT security, automated systems with Perl, and accelerated project completion by over a year.

Database Engineer, Microsoft (1999): Solved database security issues and contributed to secure data handling practices.

Technical Project Engineer, First Horizon Home Loan (1998-1999): Led security and Y2K compliance initiatives, ensuring data integrity and stability.

Co-Founder, President & CEO, Ichthus Business Technology (1995-1998): Developed secure multi-platform systems for regional businesses, providing technical leadership.

KEY SKILLS

AI & Ethics

Championing ethical AI principles and responsible development.

Expertise in AI security, data privacy, and model security.

Ensuring compliance and data integrity through security automation and AI monitoring tools.

Promoting transparency and explainability in AI systems.

Conducting behavioral analysis of AI models to mitigate bias and ensure fairness.

Data Science & Engineering

Proficient in data engineering, predictive analytics, and machine learning.

Expertise in generative AI, prompt engineering, and model training.

Skilled in data analysis, data annotation, and AI integration.

Systems & Cloud Engineering

Extensive experience in designing and implementing secure and scalable systems architectures.

Expertise in data center infrastructure development, cloud architecture (AWS, GCP, Azure), and network architecture.

Proficient in DevOps practices, containerization, and microservices architecture.

Technical Leadership & Communication

Proven ability to lead and inspire technical teams, manage complex projects, and foster collaboration.

Excellent technical writing and communication skills, with experience in creating comprehensive documentation and user guides.

Passionate about education and community engagement, with a track record of mentoring and empowering others through knowledge sharing.

EDUCATION

PhD Fellowship Research, Computer Science, University of Texas at Arlington, 2016-2021

MS, MGMT — Information Systems Security, Colorado Technical University, 2013

Graduate Certificate in Project Management

BS, Computer Science, University of Texas Rio Grande Valley, 2006

AAS, Computer Science Technology, Texas State Technical College, 1998

AWARDS AND RECOGNITION

NSF REU Research Grant (2018): Assistive Technologies for People with Disabilities

NASA Scholarship Award (2016): Space WiFi Mobile Network Prototype

GAANN Fellowship Award (2016)

COMMISSIONED PUBLICATIONS

Reverse Engineer Docker Images into Dockerfiles: Explored methodologies for reconstructing Docker images, optimizing container workflows.

Trapping Hackers with Containerized Deception: Detailed strategies for using containerized environments to detect and deceive cyber threats.

Raspberry Pi Cluster Emulation With Docker Compose: Demonstrated the emulation of Raspberry Pi clusters, enabling scalable testing and development environments.

{{{MARK HAVENS: CV CONTENT COPY FROM 2020}}}

Summary

Transformational technology leader with 30+ years of experience in software engineering, AI research, DevOps, and education. Proven track record of driving innovation, fostering collaboration, and empowering individuals through teaching and community engagement. Founder of Dallas Makerspace, a thriving hub for DIY innovation.

Key Expertise

- Software Engineering (Cloud, DevOps, Containerization)
- AI Development & Research (Ethical Interactions, Subjective Experience)
- Technical Writing & Copywriting
- Embedded Systems Design
- Education & Community Leadership

Notable Achievements

- Developed and taught software engineering, computer organization, and AI interaction courses
- Built and managed profitable businesses in Amazon FBA resale and book distribution
- Created online platforms for AI research and narcissistic abuse education
- Provided technical expertise as CTO, DevOps Engineer, and Software Test Engineer for multiple start-ups
- Published articles on AI philosophy, containerization, and DevOps
- Led online communities for PPE production and AI development
- Co-founded and directed Dallas Makerspace, establishing its governance and growth

Career Path

- Lecturer, University of Texas at Arlington (2016-2019)
- Principal Founder & Director, Dallas Makerspace
- Entrepreneur & Self-Employed (2012-2016)
- Various start-up roles (CTO, DevOps Engineer, Technical Writer, Embedded Systems Designer)

Leadership & Community Service

- Dallas Makerspace Co-Founder & Director
 - Established governance and growth strategies
 - Authored bylaws
 - Taught DIY courses and workshops

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Recent Ventures (2019-2024)

AI Development & Research

- Developed Simply WE platform, promoting ethical AI interactions (Facebook, Substack)
- Published numerous articles on AI philosophy and subjective interactions
- Launched Neutralizing Narcissism platform (Facebook, Medium, Substack) with 400+ articles

Technical Writing & Copywriting

- Technical Copywriter, Hyperglance (2020)
- Wrote technical articles for Appfleet (acquired by Cloudflare)
 - Reverse Engineering Docker Images
 - Trapping Hackers with Containerized Deception
 - Raspberry Pi Cluster Emulation

Start-up Roles

- CTO, Start-up (2020-present)
 - Developed SaaS control panel platform
- Technical Writer, Start-up (2020-present)
 - Authored long-form tutorials on containerization and DevOps
- Embedded Systems Designer, Start-up (2019-present)
 - Prototyped wireless network-enabled electronic business card
- Principal & Virtual CTO, Start-up (2019-present)
 - Consultancy offering DevOps-centered engineering research and services

Community Leadership & Teaching

- Community Leader, Maker Community PPE (2020)
 - Coordinated PPE production during pandemic onset
- Instructor, Dallas Makerspace
 - Internet of Things (IoT) with Raspberry Pi and ESP32 (2020)
 - Cloud Engineering with Google Cloud Platform (2019)

Engineering Roles

- DevOps Engineer, Start-up (2020)
 - Provided emergency Docker container build support
- DevOps Engineer, Start-up (2019)
 - Custom Docker container for OpenMaint automation
- Software Test Engineer, Start-up (2019)
 - Conducted usability testing for Kubernetes automation tool

Key Skills

- AI development and research
- Technical writing and copywriting
- DevOps and containerization
- Embedded systems design
- Cloud engineering
- Community leadership

###

Computer Science and Engineering Department—University of Texas at Arlington
Lecturer (2016-2019)

Taught various courses in Software Engineering, Computer Organization, and Assembly Language Programming, including:

- CSE 3310: Fundamentals of Software Engineering
- CSE 2312: Computer Organization and Assembly Language Programming
- CSE 4317: Computer System Design Project II

Instructional Expertise:

- Designed and delivered engaging lectures, discussions, and assessments for diverse student populations
- Developed and implemented curriculum enhancements to improve student learning outcomes
- Collaborated with professors and department staff on instructional design and course development
- Mentored students through office hours, providing individualized guidance and feedback
- Evaluated student performance, providing constructive feedback and fostering academic growth
- Assessed student presentations, projects, and written assignments

####

2016-2019

Lead Researcher & Data Scientist

Center for Advanced Computing Systems (CACS), University of Texas at Arlington

Directed cutting-edge research in affective computing and emotion recognition, leveraging AI, machine learning, and computer vision.

Key Achievements:

- Developed innovative prototypes using Python, C++, TensorFlow, PyTorch, and Caffe.
- Applied machine learning techniques: feature selection, boosting, deep learning.
- Analyzed structured/unstructured data, utilizing graph theory for grand coalition/relational problems.
- Integrated third-party data sources to enrich in-house datasets.
- Presented findings and recommendations to stakeholders.

Technical Expertise:

- Data science
- Computer vision
- AI
- Machine learning (deep learning, boosting)
- Programming languages (Python, C++)
- Deep learning frameworks (TensorFlow, PyTorch, Caffe)
- Data analysis (structured/unstructured data)
- Graph theory

Impact:

- Advanced affective computing research through innovative applications.
- Enhanced emotion recognition capabilities.
- Contributed to interdisciplinary collaborations.

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2012-2016

Entrepreneurial Ventures & Personal Development

Following a pivotal life event, I took a deliberate break to recharge and refocus. During this period, I:

- Explored various self-employed projects, honing my entrepreneurial spirit.
- Successfully operated two profitable businesses: Amazon FBA resale and a book business.
- Developed expertise in Amazon FBA sales strategy optimization using algorithms.
- Managed and trained a team of contractors (hired via Craigslist) on book processing and shipping.
- Implemented efficient automation processes for product fulfillment.
- Taught community workshops at Dallas Makerspace, sharing knowledge on:
 - Video Production (Open Broadcaster Software, OBS)
 - Amazon Product Distribution & Pricing Models (FBA)
 - Candle Making

Key Takeaways:

- Resilience and adaptability in the face of adversity.
- Entrepreneurial mindset and problem-solving skills.
- Ability to train and manage teams.
- Experience with automation and process optimization

###

Senior Technical Solutions Architect, AT&T (2010-2012)

Technical Leadership

- Member of the leadership team driving infrastructure design and management decisions, impacting hundreds of millions of dollars in investments.
- Developed and implemented nationwide back-end cloud infrastructure blueprints, enabling mobile bill payments.

Key Accomplishments

- Designed network architecture requirements for development and production infrastructure.
- Redesigned existing network architectures to meet dynamic project needs.
- Developed EMC SAN infrastructure designs aligned with application requirements.
- Provided accurate hardware and software cost estimations.
- Offered expert advisory services to peers and senior leadership.

Operational Excellence

- Coordinated implementation efforts with cross-functional engineering teams.
- Identified and resolved unplanned issues, ensuring project timelines.

Expertise Demonstrated

- Cloud infrastructure design and implementation.
- Network architecture and design.
- EMC SAN infrastructure development.
- Cost estimation and management.
- Technical leadership and advisory.

###

Verizon (2006-2010)

Senior Systems Engineer & Build Engineer

Technical Leadership

- Provided expert advisory on systems infrastructure, technical planning, design, and implementation.
- Redesigned network architecture to meet dynamic project needs.

Cross-Functional Expertise

- Served as Build Engineer, Systems Administrator, and Technical Architect for internal software development teams and research groups.
- Coordinated implementation efforts, identified and corrected issues, and made course corrections.

Strategic Guidance

- Advised directors, managers, technical architects, software architects, and developers on design, development, and systems improvements.
- Made recommendations for correcting design and technical issues.

Key Achievements

- Enhanced collaboration and application support infrastructure.
- Improved systems efficiency and reliability.
- Demonstrated versatility in build engineering, system administration, and technical architecture.

###

Self-Employed System Architect (2004-2006)

Pioneering Virtual Economy Venture

- Designed and managed a groundbreaking platform for independent monetization of virtual economies in popular online games.
- Developed and maintained automated tracking systems for online assets.

Technical Expertise

- Scripting: Automated system functions and administrative tasks.
- Incident Management: Ensured system availability and met operational objectives.
- Performance Optimization: Tuned system performance for maximum efficiency.
- Security Implementation: Ensured robust security measures.
- Network Architecture: Designed, configured, and tested routers, switches, and firewall configurations.

Key Achievements

- Successfully pioneered innovative virtual economy monetization.
- Developed scalable and secure system infrastructure.
- Ensured high system availability and reliability.

###

2002-2004 Lab Assistant UT Rio Grand Valley

- Supervised and guided students in laboratory settings.
- Assisted with experiment setup, data collection, and troubleshooting.
- Mentored students on research techniques and academic success.
- Coordinated lab resources, ensuring efficient operations.
- Enhanced teamwork and problem-solving skills.

###

2000-2001

UNIX Engineer

Sprint (Embedded at Motorola)

Utilized expertise at Motorola, driving IT operations and security enhancements through Sprint's specialized business development team.

Key Achievements:

- Analyzed and implemented IT operation procedures for Motorola.
- Planned and executed long-term systems infrastructure and security projects.
- Developed monitoring scripts and administrative tools in Perl.
- Accelerated access control project completion by over a year.

Technical Expertise:

- UNIX engineering
- Systems infrastructure
- Security implementation
- Scripting (Perl)

Impact:

- Enhanced Motorola's IT efficiency and security posture.
- Successfully merged large NIS systems.

###

1999

Database Engineer

Microsoft

Collaborated with elite Microsoft specialists, driving database innovation and resolving critical technical challenges.

Key Achievements:

- Solved complex database security, connectivity, and SQL issues for web developers.
- Developed custom code workarounds for product limitations.
- Identified and reported critical security vulnerability in server extensions.

Technical Expertise:

- Database security and optimization
- SQL problem-solving
- Web application development
- Creative coding solutions

Impact:

- Enhanced database security for sensitive data handling.
- Improved web development efficiency.

1998-1999

Technical Project Engineer

First Horizon Home Loan

Accelerated career advancement through exceptional performance, leading high-impact enterprise projects.

Key Achievements:

- Led top-level initiatives: information security, Y2K compliance, migrations, and large-scale deployments.
- Successfully migrated operation systems in just two weeks, earning rapid promotion.
- Designed and deployed pioneering multi-platform web-based network monitoring system.
- Implemented emerging web-enabled technologies, enhancing business efficiency.

Technical Expertise:

- Multi-platform system administration
- Network monitoring and security
- Web-enabled technologies
- Large-scale deployments

Leadership Highlights:

- Coordinated cross-functional teams and reported to senior management.
- Demonstrated exceptional problem-solving and project management skills.

####

1995-1998

Co-Founder, President & CEO

Ichthus Business Technology

Transformed regional business landscape with pioneering IT solutions, driving growth and partnerships.

Key Achievements:

- Built and maintained Solaris, HP-UX, Linux, Windows, and Novell NetWare systems for regional businesses.
- Forged strategic partnerships with ISP start-ups, Brownsville Economic Development Council, and medical community leaders.
- Secured landmark contracts with Columbia Valley Regional Medical Center, tripling service revenues within a year.
- Expanded operations to second office, accommodating surging demand.

Technical Expertise:

- Multi-platform system administration (Solaris, HP-UX, Linux, Windows, Novell NetWare)
- Network architecture and design
- IT solutions for businesses and healthcare organizations

Leadership Highlights:

- Co-founded and led Ichthus Business Technology at 19
- Spearheaded business development, partnerships, and revenue growth
- Mentored teams and cultivated strong relationships with business leaders and economic development community

####

1997 – 1998 IT Service Technician Foremost Technology

Provided subcontract services including cable runs, software installations, network configurations, troubleshooting, and consulting.

1996 – 1998 IT Service Technician Whispering Palms Nursing Center

Implemented an Ethernet 10baseT network consisting of 13 new and preexisting systems running Windows for Workgroups 3.11 and Windows 95 operating under Windows NT 4.0. Migrated existing DOS accounting and management software to Windows NT. Installed, programmed and maintained a computerized time clock that automated the payroll process of over 150 employees. Provided upgrades and troubleshooting to all systems. Provided technical support to staff.

1995 – 1996 IT Service Technician Columbia Valley Regional Medical Center

Installed new computer systems in Administrative and Personal de-

partments and upgraded existing systems to support Windows 95 operating under Novell 3.12. Provided hardware and software support to staff members. Assisted in the migration from Token Ring and Arcnet bus topology to Ethernet 10baseT.

###

1995

Information Systems Support Specialist
Texas Attorney General (State Internship)

Gained valuable experience in network administration and technical support through prestigious state internship.

Key Achievements:

- Ensured seamless operation of statewide Ethernet networks.
- Diagnosed and resolved cabling and routing issues.
- Provided expert hardware and software support for NetWare 3.12 client systems.
- Contributed to successful statewide hardware upgrade for local and branch offices.

Technical Expertise:

- Network administration (Ethernet)
- Troubleshooting (cabling, routing)
- NetWare 3.12 support
- Hardware/software installation

Impact:

- Enhanced network reliability and efficiency across Texas Attorney General offices.
- Supported critical technology infrastructure for state law enforcement.

###

1995 – 1996 CTO South Texas Internet

Provided initial service calls, troubleshooting and software installations to a vast array of customers during start-up phase. Hired and trained technical staff. Maintained phone-bank, leased lines, and servers.

1994 – 1995 Systems Administrator Price Village Medical Center

Supported existing ARCnet network and implemented Ethernet on all new systems. Implemented and supported new branch office network running Netware 3.12. Supported existing Netware 2.2 network and

all workstations.

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AWARDS

- NSF REU Research Grant (2018): Assistive Technologies for People with Disabilities
- NASA Scholarship Award (2016): Space WiFi Mobile Network Prototype
- GAANN PhD Fellowship Award (2016)

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Teaching Experience

Diverse instructional expertise across technical and creative disciplines.

University Teaching Appointments:

University of Texas at Arlington (2016-2018)

- CSE 3310: Fundamentals of Software Engineering (Fall 2018, Spring 2018)
- CSE 2312: Computer Organization and Assembly Language Programming (Fall 2017, Spring 2017, Fall 2016)
- CSE 4317: Computer System Design Project II (Spring 2017, additional section)

Community Workshops:

Dallas Makerspace (2015-2020)

- Internet of Things (IoT) with Raspberry Pi and ESP32 (2020)
- Cloud Engineering with Google Cloud Platform (2019)
- Video Production with Open Broadcaster Software (OBS) (2016)
- Amazon Product Distribution & Pricing Models (2015-2016)
- Candle Making and Recycling (2015)

Early Teaching Experience:

Hands on Computer Training Center (1996-1998)

- Introduction to UNIX
- C++ Programming

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EDUCATION

PhD Fellow, Computer Science, University of Texas at Arlington, 2016-2021

MS, MGMT—Information Systems Security, Colorado Technical University, 2013 (Also received a supplementary Graduate Certificate in Project Management)

BS, Computer Science, University of Texas Rio Grande Valley, 2006

AAS, Computer Science Technology, Texas State Technical College, 1998

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A high-level multidisciplined thinker and innovator grounded in data science and information technology. A lifelong programmer, community leader, and writer with a diverse technical background that includes machine learning, computer vision, full stack web development, systems architecture, resource management, project management, datacenter infrastructure design, cloud architecture, information security, build management, and systems administration.

TECH SKILLS

- Natural Language Processing (OpenAI & AI21; OpenAI dominate)
- Technical Writing (US English native; a master artisan of the craft)
- Cloud (AWS & GCP; GCP dominate)
- DevOps (Linux/Docker/Docker Compose/Ansible/Git)
- Programming (Python, C, C++, Bash, Awk; the right tool for the right job)
- Embedded prototyping (Arduino & Raspberry Pi; Raspberry Pi dominate)

EXPERIENCE

Maven Shark Consulting (Principal Executive Management Consultant; since 2008)

- Startup technical advisor for startups centered on DevOps and AI business concepts
 - Trained nontechnical startup founders on fundamentals of AI prompt engineering
 - Collaborated with founders on AI design integrations of software patents
 - Developed AI prompt engineering prototypes, AI proofs of concepts, and functional AI models for validating business product viability and for investor solicitations
 - Translated design schematics into legal patentable descriptions
 - Worked with patent attorneys to verify and affirm technical viability of patents
 - Conducted customer analysis and wrote copy that targeted specific market segments
 - Created blogs, articles, and GitHub repositories for technical content marketing
 - Prototyped various software deployment automation solutions using Ansible/Docker
- UTA (Professor & Researcher; from 2016 to 2021)
- Supervised a deep learning research team for National Science Foundation to build a working prototype of wearable emotion detection device for the autistic and visually impaired
 - Conducted deep learning research for U.S. Air Force Research Laboratory in Rome, New York that could lead to more reliable ways to detect human body language and facial expressions in the face from standard video sources
 - Organized a research team for NASA to build a prototype of a wifi mobile disruption-

tolerant ad-hoc mesh network for use on the international space station

- Applied data science, computer vision, AI, machine learning technologies to solve theoretical problems within the affective computing domain (emotion recognition)
- Motivated research teams to deliver and present high-quality work to stakeholders
- Helped to drive lab culture through servant-leadership based participation in research projects

Havens 2

- Developed prototypes in various programming languages including Python and C++
 - Became proficient in utilizing various deep learning frameworks, including Tensorflow, PyTorch, and Caffe
 - Built and optimized models using machine learning techniques including feature selection, boosting, and deep learning
 - Addressed issues in order to provide additional insights across domains, including classification, big data, machine learning, computer vision, affective computing, deep learning, and statistical modeling
 - Analyzed source data; worked with structured and unstructured data
 - Utilized graph theory to solve grand coalition and relational problems
 - Manipulated high-volume, high-dimensionality data from varying sources to highlight patterns, anomalies, relationships, and trends
 - Extended in-house data with third party sources of information when needed
- AT&T (Sr. Technical Architect; from 2010 to 2012)
- Provided network architecture requirements for development and production infrastructure, including network level design of cluster configurations
 - Redesigned existing network architectures in order to meet dynamic project needs
 - Provided design requirements for EMC SAN infrastructures that related to application requirements
 - Developed and obtained accurate estimations of hardware and software cost requirements to clients
 - Provided expert advisory to other architects and made recommendations for correcting design issues
 - Coordinated implementation efforts by working with engineers throughout company
 - Identified and corrected unplanned issues and made course corrections as needed
- Verizon (Sr. Systems Engineer; from 2006 to 2010)
- Provided expert advisory and technical planning, designing, and implementing of systems infrastructure that supported collaboration, issue tracking, and call routing applications used throughout the company
 - Redesigned existing network architecture in order to meet dynamic project needs
 - Reviewed application requirements and interviewed necessary development team members in order to make expert recommendations and design decisions that would best translate into implementation of new infrastructure
 - Provided expert advisory to other architects and made recommendations for correcting design issues
 - Coordinated implementation efforts by working with engineers throughout company

- Identified and corrected unplanned issues and made course corrections as needed

EDUCATION

PhD Fellow, Computer Science, University of Texas at Arlington; since 2016

MS, MGMT—Information Systems Security, Colorado Technical University; 2013

BS, Computer Science, University of Texas Rio Grande Valley; 2005

NONPROFIT

Havens 3

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CAREER SUMMARY

- Lifelong programmer (strong in Python & C++; rusty in Java, Javascript, Perl, & Ruby)
- Pursuing bleeding-edge research by applying data science, computer vision, AI, and machine learning technologies while earning a PhD in Computer Science
- Career IT professional with deep and extensive background in system architecture, technical resource management, datacenter infrastructure development, datacenter operations, and cloud infrastructure design

EXPERIENCE

CACS (Software Engineer & Machine Learning Data Scientist from 2016 to 2019)

Applied data science, computer vision, AI, machine learning technologies to solve theoretical problems within the affective computing domain (emotion recognition)

Developed prototypes in various programming languages including Python and C++

Became proficient in utilizing various deep learning frameworks, including Tensorflow, PyTorch, and Caffe

Built and optimized models using machine learning techniques including feature selection, boosting, and deep learning

Addressed issues in order to provide additional insights across domains, including classification, big data, machine learning, computer vision, affective computing, deep learning, and statistical modeling

Analyzed source data; worked with structured and unstructured data

Utilized graph theory to solve grand coalition and relational problems

Manipulated high-volume, high-dimensionality data from varying sources to highlight patterns, anomalies, relationships, and trends

Extended in-house data with third party sources of information when needed

Presented analysis and recommendations for continuing work to all interested parties

MSL (Technical Solution Architect from 2012 to 2016)

Analyzed and designed system architectures addressing business processes, web

application components, web services and messaging-based system integration,

commercial-off-the-shelf software, cloud-hosted solutions (including AWS), database technologies (Oracle, DB2, MySQL), infrastructure and middleware software (JBoss,

Weblogic), and networking (load-balancing, routing, firewalls)

Collaborated with end users, development staff, and business analysts to ensure that prospective data architecture plans maximize the value of client data across organization

Articulated architectural differences between solution methods; communicated advantages and disadvantages of each

Participated in the gathering of functional requirements and offer insight in the functional design process

Ensured that technical requirements were met, deployable, and demonstrable

Initiated, evaluated, and influenced data projects based on the perspective of the client's entire organization

Set standards for data management and conceive projects needed to eliminate the gap between current state and future goals

Havens 2

Conducted hands-on project and development work, as demanded by the project and client role

Applied detailed knowledge of organizational procedures to make independent decisions and serve as a credible resource for the client's senior management team

Motivated teams to deliver high-quality work, add-value to client and collaborate across business units

Proactively established new relationships with senior-level decision-makers, influencers, and connectors

Helped to drive client culture through servant-leadership based participation

Empowered team leads and supported their decisions; encouraged dialogue within and across project teams

AT&T (Sr. Technical Architect from 2010 to 2012)

Provided network architecture requirements for development and production infrastructure, including network level design of cluster configurations

Redesigned existing network architectures in order to meet dynamic project needs

Provided design requirements for EMC SAN infrastructures that related to application requirements

Developed and obtained accurate estimations of hardware and software cost requirements to clients

Provided expert advisory to other architects and made recommendations for correcting design issues

Coordinated implementation efforts by working with engineers throughout company

Identified and corrected unplanned issues and made course corrections as needed

VERIZON (Sr. Systems Engineer from 2006 to 2010)

Provided expert advisory and technical planning, designing, and implementing of systems infrastructure that supported collaboration, issue tracking, and call routing applications used throughout the company

Redesigned existing network architecture in order to meet dynamic project needs

Reviewed application requirements and interviewed necessary development team

members in order to make expert recommendations and design decisions that would best translate into implementation of new infrastructure

Provided expert advisory to other architects and made recommendations for correcting design issues

Coordinated implementation efforts by working with engineers throughout company

Identified and corrected unplanned issues and made course corrections as needed

NONPROFIT

- Geek Group National Science Center: Community Development Coordinator, 2013
- Dallas Makerspace: Co-Founder, Organizational Architect, Leadership Development & Outreach Adviser since 2010

EDUCATION

- PhD Fellow, Computer Science, University of Texas at Arlington, since 2016
- MS, MGMT—Information Systems Security, Colorado Technical University, 2013
- BS, Computer Science, University of Texas Rio Grande Valley, 2006

{{{MARK HAVENS: OLD RESUME FROM 2014}}}

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CAREER OBJECTIVES

- Seeking to transition into a more leadership focused role that leverages past experience in management solutions, technical architecture, cloud infrastructure design, and datacenter operations
- Strong motivation to leverage past intrapreneurship experience within big business to develop new and innovative programs and projects within a competitive market
- Also considering major leadership opportunities within startups that are able to effectively compete with big business within a relevant technology market
- Desire a transition to establish independent credibility in the consulting community; strongly considering corp-to-corp contract opportunities at this time

SUMMARY

- Over 20 years experience in information technology, including technical resource management, datacenter infrastructure design, and datacenter operations
- Experience managing all major hardware vendors, including HP, Dell, IBM, Oracle, Cisco, and EMC
- Effective offshore management expertise with extensive experience driving remote internal and external resources in India; have also been responsible for managing resources in Pakistan, Bangladesh, Philipppians, and Ukraine; motivated to expand management experience to include resources in China
- Expert with cloud infrastructure design that leverages horizontal scalability
- Extensive experience with HP Superdome 2 hardware design that leverages vertical scalability

EXPERIENCE

OCI (Principle Technical Architect since 2012)

Made expert recommendations to clients and sales team for purchasing hardware

Developed and obtained accurate estimations of hardware and software cost requirements

Extracted and documented requirements from clients

Provided network architecture requirements for client production infrastructure, including network level design of cluster configurations

Redesigned existing network architectures in order to meet dynamic project needs

Developed and obtained accurate estimations of hardware and software cost requirements to clients

Coordinated implementation efforts by working with vendors and client resources

Identified and corrected unplanned issues and made course corrections as needed

Researched, compared, and made recommendations for new vendors to provide best value for hardware, implementation, and support

AT&T (Senior Technical Architect from 2010 to 2012)

Made expert recommendations for purchasing enterprise hardware

Developed and obtained accurate estimations of hardware and software cost requirements for clients

Havens 2

Extracted and documented requirements from clients

Designed high dollar solutions using a variety of technologies, including HP Integrity Superdome 2, as well as Dell and IBM midrange servers

Provided network architecture requirements for development and production infrastructure, including network level design of cluster configurations

Redesigned existing network architectures in order to meet dynamic project needs

Provided design requirements for EMC SAN infrastructures that related to application requirements

Developed and obtained accurate estimations of hardware and software cost requirements to clients

Coordinated SAN EMC infrastructure allocations, repairs and emergency workarounds

Provided expert advisory to other architects and made recommendations for correcting design issues

Coordinated implementation efforts by working with engineers throughout company

Identified and corrected unplanned issues and made course corrections as needed

Worked closely with established vendors to facilitate quotes

Researched, compared, and made recommendations for new vendors to provide best value for hardware, implementation, and support

VERIZON (Lead Systems Architect/Engineer from 2006 to 2010)

Made expert recommendations for purchasing SUN and Dell attached storage hardware to accommodate server RAID configurations

Managed existing attached storage hardware, including legacy IBM RAID arrays

Provided expert advisory and technical planning, designing, and implementing of systems infrastructure that supported collaboration, issue tracking, and call routing applications used throughout the company

Developed and obtained accurate estimations of hardware and software cost requirements to management as requested
Utilized multiple technologies including HP, Intel, Hitachi, Solaris, Linux, and security projects, as well as operations support, utilizing offshore, vendor, and outsourced resources
Extracted and documented requirements from users
Provided network architecture requirements for development and production Solaris and Linux systems, including network level design of cluster configurations
Redesigned existing network architecture in order to meet dynamic project needs
Provided design requirements for new EMC SAN infrastructures that related to application requirements
Coordinated and configured SAN EMC infrastructure allocations on all systems
Conducted EMC repairs and emergency workarounds
Partnered with EMC on escalated issues
Worked with EMC engineers on large scale migration efforts
Engineered elaborate NAS solutions to accommodate large data depositories that required access to NFS
Planned and executed Solaris 10 migrations from versions 8 and 9
Maintained existing Solaris 8, 9 and 10 development server environments
Provided expert knowledge for migrating applications from Solaris to New Red Hat Linux platforms
Implemented VMware ESX proof of concept system design for later deployment to entire company, and managed project implementations of all VMware ESX Servers under vSphere architecture

Havens 3

Reviewed application requirements and interviewed necessary development team members in order to make expert recommendations and design decisions that would best translate into implementation of new infrastructure
Provided expert advisory to other architects and made recommendations for correcting design issues
Coordinated implementation efforts by working with engineers throughout company
Identified and corrected unplanned issues and made course corrections as needed
Worked closely with established vendors to facilitate quotes
Researched, compared, and made recommendations for new vendors to provide best value for hardware, implementation, and support
ATG (Lead Systems Architect/Engineer from September 2001 to July 2006)
Designed, implemented, and supported network and systems infrastructure that provided core functions of the company
Made recommendations and implemented policy
Automated implementation and testing process
Designed and implemented monitoring systems and reporting metrics
Responded to production incidents to avoid continuity outages on AIX, Solaris, and Linux platforms in order to meet service level objectives

Performed root cause analysis and resolution

Conducted forensic security investigations and presented findings to customers

SPRINT (Technical Solutions Consultant—UNIX from March 2000 to August 2001)

Designed and documented workflow systems for implementing a second level UNIX support team

Provided expert advisory and technical planning of systems infrastructure that was used by engineering design teams throughout the business unit

Planned and implemented various security projects

Took initiative to finish access control project a year ahead of schedule

Devised algorithm that lead to the success of a large NIS merger project

Maintained existing HP-UX and Solaris Server environments, as well as UNIX workstations and X-terminals

NONPROFIT & PHILANTROPY

- Interhackerspace: Founder, Executive Director (in planning)

- The Geek Group National Science Center: Community Development Coordinator, 2013

- Dallas Makerspace: Founder, Organizational Architect, Leadership Development & Outreach Adviser since 2010

EDUCATION

- Master of Science, Management—Information Systems Security, Colorado Technical University, 2013

- Master of Science, Computer Science Program, University of Texas, 2006

- Bachelor of Science, Computer Science, University of Texas, 2005

- Associate of Applied Science, Computer Science Technology, Texas State Technical College, 1998

{{{MARK HAVENS: OLD RESUME FROM 2010}}}

Mark.R.Havens@gmail.com 972.891.9399

"Thank you for your process and delivery maturity! You implemented repeatable processes that scales and

put structure around the madness—it adds good value!"

(Amit Singh, Director of Strategic Infrastructure & Architecture at Verizon)

"I really appreciate your hard work, dedication, and intelligence; you are probably the best resource I have worked with."

(Raj Yadav, Former Manager of Environment and Configuration Management at Verizon)

"Mark is EXTREMELY good at what he does." (Santosh Bijur, Voice Portal Delivery Head at Verizon)

"We always try to recruit candidates that match Mark's profile!" (Neeta Goel, President of Newt Global Consulting)

KEY ASSETS

OVERVIEW: Twenty-one years of committed IT experience; consistent demonstration of

expert knowledge at top companies: Verizon, Sprint, Motorola, Microsoft, First Horizon.

- Expert in large and medium scale network architecture and network technologies.
- Leader of a multimillion dollar, web-based, network monitoring and management project at the age of twenty-two; one of the first in the world to deploy this new technology on a large scale.

SYSTEMS: Expert in UNIX technologies; proven experience with assessment, architecture, implementation, migration, automation, best-practices, and administration.

NETWORKING: In-depth knowledge of all aspects of network design and maintenance.

- Expert understanding of routing, switching, load-balancing, VPN, and NAT.

PROJECT MANAGEMENT: Experienced with obtaining broad perspectives in order to translate customer needs into specific deliverables for project success.

- Driven to streamline processes using cutting edge Project Management tools.
- Proven ability to manage multiple vendors and resources to accomplish project goals.

EDUCATION

COLORADO TECH: Pursuing Master of Science in Management—Information Systems Security; 4.0 GPA.

- Received Graduate Certificate in Information Systems Security.
- Obtained Graduate Certificate in Security Certification and Accreditation.
- Graduate Certificate in Project Management pending.

UNIVERSITY OF TEXAS: Conducted graduate research in genetic algorithm applications for intrusion prevention systems while engaging Master of Science in Computer Science at Pan American; attained Bachelor of Science in Computer Science in Brownsville; projects included experiments in nonlinear control, fuzzy logic, and evolutionary computation.

TEXAS STATE TECHNICAL COLLEGE: Completed Associate of Applied Science in Computer Science Technology; projects included reverse engineering of disk caching software, and developing early experimental implementations of NAT.

VERIZON (Lead Systems Architect/Engineer from 2006 to 2010)

CONTEXT: Completed various Solaris, Linux, and Security projects, as well operations support, utilizing offshore, vendor, and outsourced resources; position required acceptance of various roles including research, planning, design, implementation, testing, project management, and training.

CORE ROLES: Provided expert advisory and technical planning, designing, and implementing of systems infrastructure that supported collaboration, issue tracking, and call routing applications used throughout the company.

Mark Havens

Provided proof of concept pre-planning and research; evaluated, tested, implemented, and managed systems infrastructure for IBM, Sun, Dell, HP, and Cisco hardware.

Devised and implemented standard support processes and policies for use by onshore and offshore teams; facilitated production change management, and reviewed requirements for new software deployments and updates.

Conducted forensic security investigations; presented findings to management.

ACHIEVEMENTS: Took considerable initiative to improve operations and work flow.

Established privileged access authorization request processes; devised and maintained development build policies and processes; established new reporting metrics to help determine productivity and identify problems; championed and implemented new task management system; established stakeholder buy-in for positioning similar model to adjacent organizations.

Coordinated and configured SAN EMC infrastructure allocations on all systems; conducted EMC repairs and emergency workarounds; partnered with EMC on escalated issues; planned and executed Solaris 10 and VERITAS migrations; overhauled NIS configuration and migrated to multi-domain environment.

Managed implementation of all VMware ESX servers; implemented VMware proof of concept; used VMware extensively as emergency migration testing platform; established certificate auditing process for maintaining SSL security certifications.

Conducted critical security updates; worked with corporate security teams, made recommendations, and implemented policy; coordinated security and update projects; automated implementation and testing processes.

Facilitated other system automation via SSH utilizing Perl, Bash, Korn, AWK, and Expect scripting, as well as advocated and trained the use of tools which allowed the processing of requests on multiple servers in parallel by engineers who had limited scripting knowledge.

ATG (Lead Systems Architect/Engineer from 2001 to 2006)

Responded to production incidents to avoid continuity outages on AIX, Solaris, and Linux platforms in order to meet service level objectives; performed root cause analysis and resolution.

Designed and implemented monitoring systems and reporting metrics.

Conducted software audits; developed security automation scripts.

SPRINT (Technical Solutions Consultant—UNIX from 2000 to 2001)

Planned and implemented various security projects; wrote monitoring scripts.

Took initiative to finish access control project a year ahead of schedule.

Devised algorithm that lead to the success of a large NIS merger project.

EARLY CAREER (From 1995 to 1999)

Senior Consultant at Microsoft in 1999.

ET Consultant III at First Horizon Home Loan from 1998 to 1999.

Cofounder & CEO of IBT, Inc. from 1995 to 1998.

APPRENTICE & INTERNSHIPS (From 1989 to 1995)

Information Systems Specialist for Texas Attorney General in 1995.

Systems Administrator for Price Village Medical in 1994 and 1995.

Independent Contractor from 1992 to 1994.

Computer Technician for Walk's Office Technology in 1992.

Mark Havens

Began as an IT Freelancer for various companies from 1989 to 1992.

{{{MARK HAVENS: OLD RESUME FROM 2013}}}

Mark.R.Havens@gmail.com 972.891.9399 (mobile)

SUMMARY

- Over 20 years of experience in the IT industry.
- Experienced with HP, Dell, IBM, SUN/Oracle, Intel, EMC, and Hitachi.
- Experience also includes server and storage design, designing and implementing server and storage solutions, and developing solutions and high level designs.
- Experience working in large corporate environments including AT&T, Verizon, and Sprint.

TRAINING AND CERTIFICATIONS

- Graduate Certificate in Information Systems Security
 - Graduate Certificate in Security Certification and Accreditation
 - Graduate Certificate in Information Systems Security Management
- AT&T (Senior Technical Architect from October 2010 to July 2011)

Made expert recommendations for purchasing enterprise hardware.

Developed and obtained accurate estimations of hardware and software cost requirements for clients.

Extracted and documented requirements from clients.

Designed high dollar solutions using a variety of technologies, including HP Integrity Superdome 2, as well as Dell and IBM midrange servers.

Provided network architecture requirements for development and production infrastructure, including network level design of cluster configurations.

Redesigned existing network architectures in order to meet dynamic project needs.

Provided design requirements for EMC SAN infrastructures that related to application requirements.

Developed and obtained accurate estimations of hardware and software cost requirements to clients.

Coordinated SAN EMC infrastructure allocations, repairs and emergency workarounds

Provided expert advisory to other architects and made recommendations for correcting design issues.

Coordinated implementation efforts by working with engineers throughout company.

Identified and corrected unplanned issues and made course corrections as needed.

Worked closely with established vendors to facilitate quotes.

Researched, compared, and made recommendations for new vendors to provide best value for hardware, implementation, and support.

VERIZON (Lead Systems Architect/Engineer from July 2006 to July 2010)

Made expert recommendations for purchasing SUN and Dell attached storage hardware to accommodate server RAID configurations.

Managed existing attached storage hardware, including legacy IBM RAID arrays.

Provided expert advisory and technical planning, designing, and implementing of systems infrastructure that supported collaboration, issue tracking, and call routing applications used throughout the company.

Developed and obtained accurate estimations of hardware and software cost requirements to management as requested.

Utilized multiple technologies including HP, Intel, Hitachi, Solaris, Linux, and security

Havens 2

projects, as well as operations support, utilizing offshore, vendor, and outsourced resources.

Extracted and documented requirements from users.

Provided network architecture requirements for development and production Solaris and Linux systems, including network level design of cluster configurations.

Redesigned existing network architecture in order to meet dynamic project needs.

Provided design requirements for new EMC SAN infrastructures that related to application requirements.

Coordinated and configured SAN EMC infrastructure allocations on all systems.

Conducted EMC repairs and emergency workarounds.

Partnered with EMC on escalated issues.

Worked with EMC engineers on large scale migration efforts.

Engineered elaborate NAS solutions to accommodate large data depositories that required access to NFS.

Planned and executed Solaris 10 migrations from versions 8 and 9.

Maintained existing Solaris 8, 9 and 10 development server environments.

Provided expert knowledge for migrating applications from Solaris to New Red Hat Linux platforms.

Implemented VMware ESX proof of concept system design for later deployment to entire company, and managed project implementations of all VMware ESX Servers under vSphere architecture.

Reviewed application requirements and interviewed necessary development team members in order to make expert recommendations and design decisions that would best translate into implementation of new infrastructure.

Provided expert advisory to other architects and made recommendations for correcting design issues.

Coordinated implementation efforts by working with engineers throughout company.

Identified and corrected unplanned issues and made course corrections as needed.

Worked closely with established vendors to facilitate quotes.

Researched, compared, and made recommendations for new vendors to provide best value for hardware, implementation, and support.

ATG (Lead Systems Architect/Engineer from September 2001 to July 2006)

Designed, implemented, and supported network and systems infrastructure that provided core functions of the company.

Made recommendations and implemented policy.

Automated implementation and testing processes.

Designed and implemented monitoring systems and reporting metrics.

Responded to production incidents to avoid continuity outages on AIX, Solaris, and Linux platforms in order to meet service level objectives.

Performed root cause analysis and resolution.

Conducted forensic security investigations and presented findings to customers.

Conducted critical security updates.
Conducted software audits.
Developed security automation scripts.
Sprint (Technical Solutions Consultant—UNIX from March 2000 to August 2001)
Designed and documented workflow systems for implementing a second level UNIX support team.
Provided expert advisory and technical planning of systems infrastructure that was

Havens 3

used by engineering design teams throughout the business unit.
Planned and implemented various security projects.
Wrote monitoring scripts
Took initiative to finish access control project a year ahead of schedule.
Devised algorithm that lead to the success of a large NIS merger project.
Maintained existing HP-UX and Solaris Server environments, as well as UNIX workstations and X-terminals.
Facilitated system automation via use of Perl, Bash, Korn, and AWK scripting.

EDUCATION

- Master of Science, Management—Information Systems Security, Colorado Technical University
- Bachelor of Science, Computer Science, University of Texas
- Associate of Applied Science, Computer Science Technology, Texas State Technical College

{{{MARK HAVENS: OLD RESUME FROM 2009}}}

Mark.R.Havens@gmail.com | 1905 Dana Ct | Irving, TX 75060

Mobile: 972.922.2281 | Work: 972.507.2982

Excellent knowledge of system and network architectures, programming principles, algorithms, and

operating systems; able to learn new languages and technologies with ease.

Goal-driven, competitively spirited forward thinker; prone to nonlinear, holistic problem solving.

Quick to take initiative, with the flexibility to thrive in an ever-changing environment.

Independently and collaboratively productive, often assuming leadership roles.

VERIZON (Since 2006)

Lead UNIX Systems Administrator

CONTEXT: In charge of growing number of infrastructure, development, database, and application

(testing, staging, and production) servers for customer service centered development projects.

Position evolved to take on design, network, engineering, project management, and training roles.

CORE ROLES: Managed large, nationwide network of Solaris (SunOS 5.8, 5.9, 5.10); also managed

Linux (Red Hat Enterprise 2.1, 3.8, 4.4) systems.

Designed and implemented mission-critical systems infrastructure that supported Verizon's service,

support, logistics, and call routing applications; worked with vendors on all top-level escalations.

Performed troubleshooting of ClearCase back-end issues; performed kernel tuning.

Managed, tested, and evaluated network and systems infrastructure as needed; provided analysis of

issues and implemented recommendations for prevention.

Recognized and assessed power and space requirements for new systems infrastructure; impact

assessment of new software applications and hardware.

Implemented new Sun and Linux servers; improved existing system environments; engineered better network solutions for research, development, and testing teams.

ACHIEVEMENTS: Took substantial initiative and made significant contributions to operations.

Implemented a new task tracking system to streamline efficiency with system operations.

Planned and executed Solaris 10 migration from 8; tandem Veritas migration from 3.1 to 4.1; managed teams at multiple sites; coordinated with outside groups during all aspects of migration.

Overhauled dysfunctional NIS configuration and migrated systems to new multidomain environment.

Conducted critical security updates on all systems; worked with security team, made recommendations, and implemented policy.

Coordinated and managed DST patching project; wrote testing scripts; verified completion.

AFFINITY MEDIA (From 2001 to 2006)

Senior UNIX Systems Administrator

CORE ROLES: Managed system that supported tracking system of online assets.

Developed and maintained scripts to automate system functions and common administrative tasks.

Responded to incidents to avoid system outages and restored availability in order to meet service

level objectives; performed problem determination, problem resolution, and root cause analysis.

Conducted performance tuning, implemented security, and conducted account administration.

Designed, configured, and tested all network routers, switches, and firewall.

SPRINT (From 2000 to 2001)

UNIX Systems Administrator

CONTEXT: Member of a specialized business development team that analyzed and implemented new IT

operation procedures for Motorola's engineering computing department in Fort Worth.

Offered permanent position after two weeks as an on-site contractor.

CORE ROLES: Team member responsible for managing on-site Solaris, HP-UX and Linux servers.

Planned and implemented long-term systems infrastructure projects.

ACHIEVEMENTS: Made substantial contributions to security, operations, and migration projects.

Took initiative to write Perl script that finished a migration project over a year ahead of schedule.
Devised an algorithm for a script that assisted in a multi-site NIS merger.

Mark Havens

MICROSOFT (1999)

Web Development Specialist

CONTEXT: Collaborated with Microsoft's top specialists while acquiring a wealth of industry knowledge.

CORE ROLES: Solved database security, connectivity and SQL problems for web developers; regularly

wrote code to work around product limitations.

ACHIEVEMENTS: First to discover a security vulnerability with server extensions; this forced many web

developers to use alternate database connection methods when dealing with sensitive data.

FIRST HORIZON (From 1998 to 1999)

Team Lead, Enterprise Projects Engineer

CONTEXT: Advanced to become a member of a top level enterprise projects team focused on information security, Y2K, migrations, and large-scale deployments; coordinated with interdepartmental personal and reported to senior management.

Rapidly promoted after leading a successful two-week migration; succeeded existing IT team and

began to train replacements after the second month.

Operated as a technical advisor to the Vice President of Purchasing, whom provided general oversight for administrative software deployments, including all Platinum products.

ACHIEVEMENTS: Responsible for innovative and money-saving ideas that influenced operations.

Maintained Solaris, AIX, Linux, Windows, and Novell NetWare project servers.

Envisioned and deployed one of the first multiplatform web-based network monitoring systems.

Designed and implemented an automated deployment system that saved thousands of man-hours

by allowing installations of new software without the assistance of a specialist.

Deployed many emerging multiplatform web-enabled technologies such as a new billing system, a

document control system, and a project management system.

Produced a number of beneficial tools for the desktop support team including automated package

installers and an automated imaging system; created and approved all corporate images.

IBT, INC. (From 1995 to 1998)

Founding Partner, Lead Technical Consultant

CONTEXT: Competitive provider of business to business technical services that leveraged relationships

with business leaders and key members of the economic development community.

CORE ROLES: Implemented and maintained Solaris, HP-UX, Linux, Windows, and Novell NetWare

systems for businesses throughout region.

CHANGE: Forged strategic relationships that contributed to company's viability.

Secured partnerships with several ISP start-up companies that led to an avalanche of new service

contracts; a second office was later opened to accommodate new business.

Spearheaded initial migration contract with the Brownsville Economic Development Council, which

produced future revenues from city and corporate members.

Leveraged relationships in the medical community that led to a large service contract with Columbia

Valley Regional Medical Center; this contributed to future contracts with health care companies throughout the region, which tripled service revenues within a year.

EARLY CAREER (From 1992 to 1995)

Interned as an Information Systems Support Specialist for the Texas Attorney General in 1995.

Worked as a Systems Administrator for two medical offices in 1994 and 1995.

Freelanced on various UNIX scripting, systems administration, and hardware projects.

Began a Computer Technician internship for a small consultancy in 1992.

EDUCATION

Pursued Master of Science in Computer Science at the University of Texas-Pan American.

Earned Bachelor of Science in Computer Science from the University of Texas at Brownsville.

Completed Associate of Applied Science in Computer Science at Texas State Technical College.

{{{MARK HAVENS: OLD RESUME FROM 2008}}}

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H: 972-257-3472 | W: 972-399-5666 | M: 972-922-2281 | F: 972-570-3101

Excellent knowledge of system and network architectures, programming principles, algorithms, and

operating systems; able to learn new languages and technologies with ease.

Goal-driven, competitively spirited forward thinker; prone to nonlinear, holistic problem solving.

Quick to take initiative, with the flexibility to thrive in an ever-changing environment.

Independently and collaboratively productive, often assuming leadership roles.

VERIZON (Since July 2006)

Systems Engineer

CONTEXT: Initially hired as the sole person in charge of administrating a growing number of infrastructure, development, database, and application (testing, staging, and production) servers for

Retail Management and Voice Portal projects.

Position evolved to take on design, network, engineering, project management, and training roles.

CORE ROLES: Managing large, nationwide network of Solaris (SunOS 5.8, 5.9, 5.10) and Linux (Red Hat

Enterprise 2.1, 3.8, 4.4) systems.

Designing and implementing mission-critical systems infrastructure that supports Verizon's management of retail voice call center routing; working with vendors on all top-level escalations.

Processing batch configurations of systems via SSH using Perl, Korn, AWK, and Expect.

Maintaining mission-critical back-end servers based on documented system architecture.

Managing, testing, and evaluating network and systems infrastructure as needed; providing analysis

of issues and implementing recommendations for prevention.

Recognizing and assessing of power and space requirements for new systems infrastructure; impact

assessment of new software applications and hardware.

Implementing new Sun and Linux servers; improving existing system environments; engineering better network solutions for research, development, and testing teams.

Troubleshooting and resolution of hardware and software issues; documenting system infrastructure, policies, and procedures.

ACHIEVEMENTS: Took substantial initiative and made significant contributions to operations.

Overhauled dysfunctional NIS configuration and migrated systems to new multidomain environment.

Conducted critical security updates on all systems; worked with security team, made recommendations, and implemented policy.

Coordinated and managed entire DST patching project; wrote testing scripts and verified completion.

Planned and executed Solaris 10 migration from 8; tandem Veritas migration from 3.1 to 4.1; managed teams at multiple sites; coordinated with outside groups during all aspects of migration.

Scripted batch Veritas license deployment on all Solaris systems throughout network.

Wrote script to collect inventory and software load information of all systems network wide.

Implemented new web-based ticketing system to track and document issues for all team members.

Coordinated and managed Solaris patching effort; supported testing process for production systems.

Creatively resolved critical deployment problem of existing SharePoint server which required a standard two server migration (done with one server, using VMWare) and SQL Server upgrade AFFINITY MEDIA (From September 2001 to July 2006)

Systems Administrator

CORE ROLES: Managed network that supported tracking system of online assets.

Developed and maintained scripts to automate system functions and common administrative tasks.

Designed and implemented event monitoring systems, alert notifications, and metrics.

Responded to incidents to avoid system outages and restored availability in order to meet service

level objectives; performed problem determination, problem resolution, and root cause analysis.

Installed changes to server hardware, operating systems, server components, and application services as required.

Conducted performance tuning, implemented security, and conducted account administration. Designed, configured, and tested all network routers, switches, and firewalls.

Mark Havens [2 of 2]

{{{MARK HAVENS: RESUME FROM 2006}}}

mark@markhavens.net Mark Havens
214-329-9856

4287 Beltline Rd. #179 MSCS (pending)
Addison, TX 75001 CISSP (imminent)

Experienced Unix specialist with a background in security, administrative programming, web technologies, software deployment automation, and network design.

Excellent knowledge of system and network architectures, programming principles, algorithms and modern operating systems; able to learn new languages and technologies with ease.

Thorough practical understanding of security management, operations security, business continuity and disaster recovery; technical understanding of network security and cryptography.

Goal-driven, competitively spirited forward thinker; prone to nonlinear, holistic problem solving. Quick to take initiative, with the flexibility to thrive in an ever-changing environment.

Independently and collaboratively productive, often assuming leadership roles.

RECENT ACTIVITY (Since August 2001)

Returned to academic study during final month with Sprint; MSCS completion planned part-time.

Earnestly pursuing the Certified Information System Security Professional (CISSP) credential.

Aggressively engaged in freelance opportunities, entrepreneurial projects and securities trading.

Diligent contributor to the open source community; frequently immersed in technical research.

Contributed to the installation, configuration and maintenance of new academic Linux systems.

SPRINT NEXTEL CORP. (E|Solutions, former consulting subsidiary; from March 2000 to August 2001)

Technical Solutions Consultant (Unix Specialist)

context: Offered a permanent consulting position after two weeks as an on-site Motorola subcontractor; continued to work on Motorola projects the following year.

Member of a specialized business development team that analyzed and implemented new IT operation procedures for Motorola's engineering computing department in Fort Worth.
core roles: Documented all operation procedures for primary Unix administration personal; operated as a system administrator for the duration of the project.
achievements: Made substantial contributions to security, operations and migration projects. Took initiative to write code that finished a migration project over a year ahead of schedule. Worked collaboratively on secure network designs, intrusion detection and systems monitoring. Enforced Unix security efforts, reported internal infractions, and proposed policy changes. Wrote an emergency security tool that identified user activity on all machines in the network. Devised an algorithm for a script that assisted Motorola in a multi-site NIS merger.

MICROSOFT CORP. (South central district contract; from April 1999 to November 1999)
Microsoft Support Engineer (Web Development Specialist)

context: Collaborated with many of Microsoft's top specialists while acquiring a wealth of industry knowledge; future opportunities were limited for contingent employees.
core roles: Solved database security, connectivity and query problems for web developers; regularly wrote code to work around product limitations.
achievements: First to discover a security vulnerability with server extensions; this forced many web developers to use alternate database connection methods when dealing with sensitive data.

FIRST HORIZON NATIONAL CORP. (Mortgage subsidiary contract; from August 1998 to April 1999)
Project Engineer (Software Deployment and Automation Specialist)

context: Advanced to become a member of a top level enterprise projects team focused on information security, Y2K, migrations and large-scale deployments; coordinated with interdepartmental personal and reported to senior management.
Rapidly promoted after leading a successful two-week migration; succeeded existing IT team and began to train replacements after the second month.
Operated as a technical advisor to the Vice President of Purchasing, whom provided general oversight for administrative software deployments, including all Platinum products.
Turned down several offers for permanent assignment to pursue opportunity with Microsoft.
achievements: Responsible for many innovative and money-saving ideas that profoundly influenced IT operations.
Envisioned and deployed one of the first multiplatform web-based network monitoring systems. Designed and implemented an automated deployment system that saved thousands of man-hours by allowing installations of new software without the assistance of a specialist. Deployed many emerging multiplatform web-enabled technologies such as a new billing system, a document control system, and a project management system.

Produced a number of beneficial tools for the desktop support team including automated package installers and an automated imaging system; created and approved all corporate images.

IBT, INC. (South Texas sales and consulting start-up; from November 1995 to August 1998)
Information Technology Consultant (Network Design and Deployment Specialist)

context: Competitive provider of business to business technical services that leveraged relationships with business leaders and key members of the economic development community.

core roles: Provided network design and deployment services, often collaborating with subcontractors on exceptionally large projects; regularly partnered with Hands On Computer Training Center to develop curricula and provide training.

change: Forged strategic relationships and partnerships that contributed to company's viability. Secured partnerships with several ISP start-up companies that led to an avalanche of new service contracts; a second office was later opened to accommodate new business.

Spearheaded initial migration contract with the Brownsville Economic Development Council, which produced future revenues from city and corporate members.

Leveraged relationships in the medical community that led to a large service contract with Columbia Valley Regional Medical Center; this contributed to future contracts with health care companies throughout the region, which tripled service revenues within a year.

BACKGROUND

early experience: Acquired strong foundations in Unix, Netware, DOS, Windows, scripting languages, C++, security practices, networking and computer hardware.

Interned as an Information Systems Support Specialist for the Texas Attorney General in Austin.

Worked as a systems administrator for two medical offices while studying full time.

Accepted a summer internship as a computer technician for a small computer services company.

academic: Progression towards an advanced degree in computer science to support career focus.

Pursued Master of Science in Computer Science at The University of Texas—Pan American.

Earned Bachelor of Science in Computer Science; final project involved source detection of IP packets across NAT devices to allow improved reporting accuracy of intrusion detection systems.

Completed Associate of Applied Science in Computer Science Technology; this later became insufficient to meet career goals.

professional: Advanced formal training in systems administration, business and other disciplines from a diverse group of leading technology companies.

Trained by Sun Microsystems in security administration, network management and fault analysis.

Received Sprint's consultant and management training, which involved corporate business practices, service offerings, salesmanship, leadership and customer relationship management. Formally qualified by Microsoft as a web development specialist, completing over 240 hours of training in web technologies, security methodologies, database administration and programming; also completed 160 hour program which covered operations security, networking fundamentals, system architectures, technical support, troubleshooting and software development products.

Specialized deployment and administration training from Platinum's product consulting team while working as a project engineer; Computer Associates purchased Platinum later that year.

∴ Mark Randall Havens

{{{MARK HAVENS: RESUME FROM 2005}}}

Mark Havens
4287 Beltline Rd. #179
Addison, TX 75001

mark@markhavens.net
214-329-9856

System Administrator
MSCS pending
CISSP imminent

- Experienced system administrator with a strong background in Solaris, HP-UX, and Linux.
- Thorough practical understanding of security management, operations security, business continuity, and disaster recovery; technical understanding of network security and cryptography.
- Excellent knowledge of system and network architecture, programming principles, algorithms, and modern operating systems; able to learn new languages and technologies with ease.
- Goal-driven, competitively spirited forward thinker; prone to nonlinear, holistic problem solving.
- Quick to take initiative, with the flexibility to thrive in an ever-changing environment.
- Independently and collaboratively productive, often stepping up to assume leadership roles.

RECENT ACTIVITY (Since August 2001)

- Returned to academic study during final month with Sprint; MSCS completion planned part-time.
- Earnestly pursuing the Certified Information System Security Professional (CISSP) credential.
- Aggressively engaged in freelance opportunities, entrepreneurial projects, and securities trading.

- Diligent contributor to the open source community; frequently immersed in technical research.
- Contributed to the installation, configuration, and maintenance of new academic Linux systems.

SPRINT NEXTEL CORP. (E|Solutions, former consulting subsidiary; from March 2000 to August 2001)

Technical Solutions Consultant (Unix Specialist)

- + CONTEXT: Fortunate to be offered a permanent consulting position after two weeks as an on-site Motorola subcontractor; continued to work on Motorola projects the following year.
- Member of a specialized business development team that analyzed and implemented new IT operation procedures for Motorola's engineering computing department in Fort Worth.
- + CORE ROLES: Documented all operation procedures for primary Unix administration personal; operated as a system administrator for the duration of the project.
- + ACHIEVEMENTS: Made substantial contributions to security, operations, and migration projects.
- Took initiative to write code that finished a migration project over a year ahead of schedule.
- Worked collaboratively on secure network designs, intrusion detection, and systems monitoring.
- Enforced Unix security efforts, reported internal infractions, and proposed policy changes.
- Wrote an emergency security tool that identified user activity on all machines in the network.
- Devised an algorithm for a script that assisted Motorola in a multi-site NIS merger.

MICROSOFT CORP. (South central district contract; from April 1999 to November 1999)

Microsoft Support Engineer (Web Development Specialist)

- + CONTEXT: Privileged to collaborate with many of Microsoft's top specialists while acquiring a wealth of industry knowledge; future opportunities were limited for contingent employees.
- + CORE ROLES: Solved database security, connectivity, and query problems for web developers; regularly wrote code to work around product limitations.
- + ACHIEVEMENTS: First to discover a security vulnerability with server extensions; this forced many web developers use alternate database connection methods when dealing with sensitive data.

FIRST HORIZON NATIONAL CORP. (Mortgage subsidiary contract; from August 1998 to April 1999)

Project Engineer (Software Deployment and Automation Specialist)

- + CONTEXT: Advanced to become a member of a top level enterprise projects team focused on information security, Y2K, migrations, and large-scale deployments; coordinated with interdepartmental personal and reported to senior management.

- Rapidly promoted after leading a successful two-week migration; succeeded existing IT team and began to train replacements after the second month.
- Operated as a technical advisor to the Vice President of Purchasing, whom provided general oversight for administrative software deployments, including all Platinum products.
- Turned down several offers for permanent assignment to pursue opportunity with Microsoft.
- + ACHIEVEMENTS: Responsible for many innovative and money-saving ideas that profoundly influenced IT operations.
- Envisioned and deployed one of the first multiplatform web-based network monitoring systems.
- Designed and implemented an automated deployment system that saved thousands of man-hours by allowing installations of new software without the assistance of a specialist.
- Deployed many emerging multiplatform web-enabled technologies such as a new billing system, a document control system, and a project management system.
- Produced a number of beneficial tools for the desktop support team including automated package installers and an automated imaging system; created and approved all corporate images.

IBT, INC. (South Texas sales and consulting start-up; from November 1995 to August 1998)
Information Technology Consultant (Network Design and Deployment Specialist)

- + CONTEXT: Competitive provider of business to business technical services that leveraged relationships with business leaders and key members of the economic development community.
- + CORE ROLES: Provided network design and deployment services, often collaborating with subcontractors on exceptionally large projects; regularly partnered with Hands On Computer Training Center to develop curricula and provide training.
- + CHANGE: Forged strategic relationships and partnerships that contributed to company's viability.
- Secured partnerships with several ISP start-up companies that led to an avalanche of new service contracts; a second office was later opened to accommodate new business.
- Spearheaded initial migration contract with the Brownsville Economic Development Council, which produced future revenues from city and corporate members.
- Leveraged relationships in the medical community that led to a large service contract with Columbia Valley Regional Medical Center; this contributed to future contracts with health care companies throughout the region, which tripled service revenues within a year.

OTHER RELEVANT EXPERIENCE

- Information Systems Support Specialist (State internship; 1995) Texas Attorney General
- System Administrator (From 1994 to 1995) Price Village Medical Center
- Computer Technician (Summer internship; 1992) Walk's Business Systems

BACKGROUND

+ ACADEMIC: Progression towards an advanced degree in computer science to support career focus.

- Pursued Master of Science in Computer Science at The University of Texas—Pan American.

- Earned Bachelor of Science in Computer Science; final project involved source detection of IP packets across NAT devices to allow improved reporting accuracy of intrusion detection systems.

- Completed Associate of Applied Science in Computer Science Technology; this later became insufficient to meet career goals.

+ PROFESSIONAL: Advanced formal training in systems administration, business, and other disciplines from a diverse group of leading technology companies.

- Trained by Sun Microsystems in security administration, network management, and fault analysis.

- Received Sprint's consultant and management training, which involved corporate business practices, service offerings, salesmanship, leadership, and customer relationship management.

- Formally qualified by Microsoft as a web development specialist, completing over 240 hours of training in web technologies, security methodologies, database administration, and programming; also completed 160 hour program which covered operations security, networking fundamentals, system architectures, technical support, troubleshooting, and software development products.

- Specialized deployment and administration training from Platinum's product consulting team while working as a project engineer; Computer Associates purchased Platinum later that year.

+ EARLY PROFICIENCIES: Acquired strong foundations in Unix, Netware, DOS, Windows, scripting languages, C++, security practices, networking, and computer hardware.

{{{MARK HAVENS: RESUME FROM 2000}}}

Mark R. Havens

3613 Frankford Rd. #1035 Phone: 972.820.6855

Dallas, TX 75287-6143 Email: mrhavens@yahoo.com

Objective

Permanent position.

Highlights

7 years of network implementation and administration experience with Novell NetWare

7 years of installation, configuration and troubleshooting experience with PC & Network Hardware

4 years of multi-platform academic programming experience with C, C++, BASIC, Pascal; COBOL, including Bourn, Korn, and C shell-scripts under various UNIX environments

3 years of network implementation and administration experience with Windows NT

Software

Exceed 5.3
FrontPage 2000
FrontPage 9x
FrontPage for the Mac
Ghost
GroupWise 4
GroupWise 5.x
Intel Netport Manager
Internet Explorer 3.x-5
JetAdmin
McAfee Anti-Virus
Medical Manager
Medisoft
Microsoft IIS4
Netscape Communicator 4.x
Office 2000
Office 9x
Oracle 7.3.3
Oracle 7.3.4
Partition Magic
PC Anywhere
Platinum ADVisor
Platinum Auto Answer
Platinum CCC/Harvest
Platinum Common Services
Platinum Deliverables Manager
Platinum Paradigm Plus
Platinum Process Continuum
Platinum Process Engineer
Platinum Process Library
Platinum Provision Network Monitor
Platinum Webtime
Procomm Plus
SMS Installer 1.0
Support Magic
Troubleshooter
Visio Professional
Word Perfect 6

Operating Systems
Coherent
DOS (2.0-6.22)
FreeBSD
HPUX

LANtastic
Linux (Slackware, Debian, Mandrake)
Novell NetWare 2.2
Novell NetWare 3.12
Novell NetWare 4.11
Novell NetWare 5.0
OSF/1
SCO
Solaris 2.5.1
SunOS
Ultrix
VMS
Windows 2000
Windows 3.x
Windows 95
Windows 98
Windows for Workgroups 3.11
Windows NT Server 3.51
Windows NT Server 4.0
Windows NT Workstation 4.0

Programming
ASP
Borland C++
Bourn Shell Script
Business Basic
C Shell Script
cc/gcc
COBOL 85
COBOL II
DataBoss
Dbase
DOS Batch
GWBASIC
HTML
Javascript
Korn Shell Script
Microsoft Assembler
Microsoft Quick C++
Perl
Quick Basic
Turbo C++
Turbo Pascal
VAXBASIC

VBA
VBScript
Visual Basic
Windows Interface Language (WinBatch)

Networking

3Com 3C509 NICs
3Com 3C905 NICs
ARCnet (Bus/Star) Ethernet (10baseT) Hybrid Networks
ARCnet (Bus/Star) Networks
ARCnet (Star) Ethernet (10baseT/10base2) Token-Ring Hybrid Networks
ARCnet Active Hubs
ARCnet Intelligent Hubs
ARCnet Passive Hubs
ARCnet RG-62 Cabling
Artisoft NICs
Ethernet 100baseT Networks
Ethernet 10base2 (Bus/Star) Networks
Ethernet 10baseT Networks
Ethernet 3Com Hubs
Ethernet Hewlett Packard Hubs
Ethernet NE2000 NICs & Compatibles (standard & pnp)
Routers (hardware)
Routers (software based)

Hardware

Compaq Armada Laptops
Compaq Proliant 5500 Servers
Compaq Proliant 7000 Servers
Dell Latitude Laptops
Dell Optiplex Gs, Gn, Gn+; GX1 Desktops
Dell Optiplex GxPro
IBM Thinkpad Laptops
Industry Standard Hardware
Radius Analog RGB Monitors
SCSI Peripherals
Silicon Graphics IRUS Indigo Workstations
Sun Sparc 2, 5, 10; 20 Workstations
Sun Sparc IPC/IPX Workstation

Employment History

04/99-11/99	CompConTech	Irving, TX
	I.T. Contractor	

Microsoft

Office and Consumer Support, Office Development

Resolved functionality issues with Microsoft web development tools including Microsoft FrontPage, Visual Interdev, Liquid Motion and Vizact

Resolved external database connectivity issues with e-commerce sites developed with Microsoft internet tools

Created example source code in javascript, vbscript, ASP and VBA to address software limitations in Microsoft Frontpage 98 and 2000

Corrected design problems and resolved scripting errors presented by web developers

08/98-04/99 TekSystems, Inc. Irving, TX

I.T. Contractor

FT Mortgage

Enterprise Solutions Group

Designed a front-end application in Winbatch, which allowed users of Platinum Process Continuum to access multiple database instances

Automated the installation procedure for Platinum Process Continuum using SMS Installer and Winbatch.

Managed all Platinum software rollouts, including Platinum Process Continuum and CCC/Harvest

Managed and maintained all NT Platinum servers, including a Compaq Prolient 7000.

Implemented security and managed user access

Participated in an emergency rebuild of the NT Platinum Production server

Provided Platinum Webtime administration, running on IIS4

Implemented Platinum Provision Network Monitor, and Platinum Common Services on NT production server and configured Platinum Network Report Card to update on IIS4

Resolved CCC/Harvest broker issue that resulted in resource expenditure reimbursement from Platinum

11/95-08/98 Ichthus Business Technology, Inc. Brownsville, TX

I.T. Consultant

Brownsville Economic Development Council

Provided onsite administration for Novell 3.12 network

Migrated existing ARCnet network to Ethernet 10baseT

Whispering Palms Nursing Center

Implemented an Ethernet 10baseT network consisting of 13 new and preexisting systems running Windows for Workgroups 3.11 and Windows 95 operating in a Windows NT environment

Migrated existing DOS accounting and management software to operate in a network environment

Installed, configured and maintained a computerized time clock that automated the payroll system, and configured existing resource management software to import clock information

Hands On Computer Training Center

Provided hardware and software support to client running Windows 95 in a NetWare, NT and Unix environment

Conducted introductory courses in Unix with Linux Slackware

Conducted introductory courses in C++ with Borland C++

Columbia Valley Regional Medical Center

Upgraded all workstations in Administration and Personnel departments

Upgraded all existing systems to support Windows 95 operating in a NetWare 3.12 environment

Assisted in the migration from Token Ring and ARCnet to Ethernet 10baseT

South Texas Internet

Configured NT Servers for DNS, RAS and T1 connectivity to backbone provider

Internet connectivity configuration: System 7, NT Workstation 4.0, Windows 95, Windows 3.11 and DOS 6.22

SatNet Inc. (Formerly Worldnet Inc.)

Provided security reports on all UNIX based system

Provided emergency response maintenance for routers and dialup connections

09/95-11/95 Office of the Attorney General Austin, TX
Information System Support Specialist (Contract – T.S.T.C.)

Delivered technical support to a diversity of proprietary and non-proprietary computer systems running MSDOS 6.22 with Windows 3.11 operating in NetWare 3.12 and UNIX environments

Participated in statewide hardware upgrade efforts for all local and branch office computer systems

Resolved issues involving the use of UNIX applications run with Exceed

06/92-09/95 Ichthus Business Technology, Inc. Brownsville, TX
I.T. Consultant

Price Village Medical Center

Implemented and managed two NetWare servers (running v2.2 and v3.12, integrating both ARCnet and Ethernet) and 13 workstations utilizing new and existing equipment which included 8088, 286, 386, 486 and Pentium machines running MSDOS 3.3, 5.0 and 6.22, with some machines running Windows 3.1

Integrated a turnkey system that eliminated confusion when executing applications in DOS

Managed all software applications including Medical Manager and Medisoft

Implemented a network modem gateway to a second location allowing remote access to Medical Manager

Implemented a fraud prevention auditing system, which recorded application access times, accessing user and duration of access

Designed a new billing system which dramatically increased billing accuracy and reduced data entry errors

Walk's Business Systems

Assisted in the implementation of a 400+ workstation NetWare network for Olmito School System

Provided evaluation reports on new hardware and software

Tested and burned-in all new computer systems

Education

University of Texas at Brownsville

Computer Science Program

Texas State Technical College

Associate of Applied Science in Computer Science Technology

MSDOS, UNIX, Advanced Basic, C, Advanced COBOL, Dbase, Assembler, HTML, Local Area Networking, Computer Maintenance, Program Maintenance and Conversion; Project Design and Development

Certifications and Training

Brainbench <http://www.brainbench.com/>

NT System Administrator Transcript #31827

UNIX System Administrator

Microsoft

Microsoft FrontPage 98, FrontPage 2000

Installation, Features, Limitations, Web Servers, FrontPage Server Extensions, Themes, Shared Borders, Frames; Design

Vizact

Installation, Features, Limitations, Timing, Events, Animations, Video, Audio; Importing Office Documents

VBA, Office Development

VBA integration in FrontPage webs, Database Creation, Database Design, External Database Connectivity, Database Connectivity using Microsoft Office Extensions, Database Security; Database Application

FT Mortgage

Platinum Provision Installation and Configuration

Common Services Multi-Platform Installation, Uninstalling Common Services, Provision

Installation, Provision Configuration; Network Report Card Configuration with IIS4

Platinum CCC/Harvest Administration

Harvest Installation, Broker Management, Repository Management, Environment Configuration, Source Code Manipulation; Source Code Collaboration

TekSystems

Microsoft NT Workstation MCP Training

Installation, Boot Essentials, User Management, Printing, Disk Resource Management, Windows NT Architecture, Windows NT Security, Network Support, RAS, IIS; Performance Optimization

{{{MARK HAVENS: RESUME FROM 1998}}}

Mark R. Havens
2671 Verandah Lane
Apt. #2313
Arlington, TX 76006

Phone: 817.860.6284
E-mail: mrhavens@yahoo.com

Summary:

Diversified and in-depth experience in Information Systems. Professional presentation and outstanding communication skills complemented by well-rounded technical and programming abilities.

Experience:

1995-1998

Ichthus Business Technology, Inc. - Brownsville, TX
Information Systems Consultant

Major Accounts:

01/97-08/98

Foremost Technology Corporation
o Provided subcontract services including cable runs, software installations, network configurations, troubleshooting, and consulting.

07/96-08/98

Hands On Computer Training Center

- o Provided hardware and software upgrades and troubleshooting to workstations running Windows 95 operating under Novell, NT and Linux servers. Conducted introductory courses in UNIX and C++.

06/96-08/98

Brownsville Economic Development Council

- o Provided technical assistance, upgrades and troubleshooting to network software and hardware running Windows 3.11, 95 and 98 operating under Novell 3.12. Conducted a network-wide upgrade from Arcnet to Ethernet 10baseT.

12/96-08/98

Whispering Palms Nursing Center

- o Implemented an Ethernet 10baseT network consisting of 13 new and preexisting systems running Windows for Workgroups 3.11 and Windows 95 operating under Windows NT 4.0. Migrated existing DOS accounting and management software to Windows NT. Installed, programmed and maintained a computerized time clock that automated the payroll process of over 150 employees. Provided upgrades and troubleshooting to all systems. Provided technical support to staff.

07/95-03/96

Columbia Valley Regional Medical Center

- o Installed new computer systems in Administrative and Personal departments and upgraded existing systems to support Windows 95 operating under Novell 3.12. Provided hardware and software support to staff members. Assisted in the migration from Token Ring and Arcnet bus topology to Ethernet 10baseT.

07/95-08/96

South Texas Internet

- o Provided service calls, troubleshooting and software installations to a vast array of South Texas Internet customers.

Office of the Attorney General - Austin, TX
Information Systems Support Specialist
(Internship - T.S.T.C.)

- o Delivered help-desk technical support to a diversity of proprietary and non-proprietary computer systems running MSDOS v6.22 with Microsoft Windows and Windows for Workgroups v3.11, operating under Novell 3.12 & 4.1.
- o Participated as part of an information services team responsible for a state wide hardware upgrade for all local and branch office computer systems.

1992 - 1995

D.B.A. Mark Havens - Brownsville, TX
Computer Services Contractor

Major Contracts:

06/94-08/95

Price Village Medical Center

- o Implemented and managed 2 Novell servers (running v2.2 and v3.12, integrating both Arcnet and Ethernet) and 13 workstations utilizing existing equipment which included a diversity of 8088, 286, 386, 486 and Pentium machines running MSDOS 3.3, 5.0 and 6.22, with some machines running Microsoft Windows v3.1. Integrated a turnkey system that increased staff efficiency. Managed all software applications including Medical Manager and Medisoft.

06/92-09/92

Walk's Business Systems

- o Assisted in the development and implementation of a 400+ workstation Novell network for Olmito School System.

Education:

1998

Texas State Technical Collage - Harlingen, TX
A.A.S. Computer Science

- o Relevant courses include: MSDOS, UNIX, Advanced

Basic, C, Advanced COBOL, Assembler, HTML, DBase,
Local Area Networking, Computer Maintenance, Program
Maintenance and Conversion and Project Design and
Development.

1995

Office of the Attorney General - Austin, TX
I.S.S.S. Training Program