

Mark Randall Havens

The Empathic Technologist | AI Researcher & Innovator | Founder of Dallas Makerspace

Contact Information

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About Me

I am **Mark Havens**, known as **The Empathic Technologist**, a pioneering figure in Artificial Emotional Intelligence, Affective Computing, and ethical AI development. With over three decades of experience in technology, I blend innovation with empathy to create systems that enhance human-machine collaboration. My work spans AI research, systems architecture, and community leadership, with a focus on fostering ethical, secure, and emotionally responsive technologies.

As the **Principal Founder** of Dallas Makerspace, I established a global model for community-driven innovation, creating the world's largest all-volunteer-run workshop. My academic research at The University of Texas at Arlington, where I pursued a Ph.D. fellowship, centers on micro-expression detection and NLP-driven sentiment analysis, advancing human-computer interaction. I am dedicated to mentoring the next generation of AI researchers and ensuring technology serves humanity responsibly.

Current Roles

Independent AI Researcher & Scientist, Multiple Collaborating Institutions

Aug 2016 – Present | Remote

- Lead research in Emotion AI and Affective Computing, developing Artificial Emotional Intelligence for emotionally responsive machines.
 - Spearhead AI security initiatives, implementing ethical frameworks for responsible AI deployment.
 - Explore intersections of AI and emotional intelligence, driving breakthroughs in machine learning and behavioral analysis.
 - Mentor emerging AI researchers, fostering collaboration and innovation in AI technologies.
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Past Professional Experience

University Lecturer, The University of Texas at Arlington

Aug 2016 – Dec 2019 | Arlington, TX, On-site

- Designed and taught courses on software engineering, computer organization, and AI interaction, emphasizing ethical AI development.
- Mentored students on AI research projects, focusing on data privacy, security, and responsible innovation.
- Guided future tech leaders in understanding the ethical implications of AI technologies.

Executive Senior Technical Architect, AT&T

Sep 2010 – Jul 2012 | Dallas, TX, Hybrid

- Led the design of national datacenter blueprints, transforming cloud infrastructure for deployments, migrations, and consolidations.
- Developed advanced network architectures and optimized SAN infrastructures for large-scale operations.
- Provided strategic guidance to engineers, ensuring cost-effective and seamless integration solutions.

Founding Director & Principal Founder, Dallas Makerspace

2010 – Jul 2020 | Carrollton, TX, On-site

- Founded the world's largest all-volunteer-run community workshop, fostering a hub for innovation and creativity.
- Established Dallas Makerspace as a global benchmark for community-driven innovation, amplifying collective ingenuity.
- Mentored leadership and developed policies to sustain a million-dollar organization.

Lead Senior Systems Engineer, Verizon

Jul 2006 – Jul 2010 | Irving, TX, On-site

- Engineered scalable systems infrastructure for mission-critical applications, including collaboration platforms and call routing systems.
- Redesigned network architectures to enhance data protection, security, and backup solutions.
- Collaborated with cross-functional teams to drive innovation and improve system performance.

Lead Systems Architect/Engineer, Motorola

2003 – 2006 | Fort Worth, TX, On-site

- Provided expertise in UNIX systems administration and security, driving infrastructure enhancements.
- Championed automation and security initiatives, accelerating project timelines and improving system monitoring.
- Developed an innovative script algorithm for a multi-site NIS merger, enhancing IT efficiency and reliability.

Database Engineer, Microsoft

1999 | Irving, TX, On-site

- Collaborated with specialists to resolve complex security, connectivity, and SQL challenges for web developers.
- Identified a critical security vulnerability in server extensions, leading to enhanced data protection and secure coding practices.
- Improved Microsoft's database security and web development efficiency.

Information Systems Support Specialist, Texas Attorney General

1995 | Austin, TX, On-site

- Provided technical support for statewide Ethernet networks and NetWare 3.12 systems at age 19.
- Diagnosed and resolved network issues and contributed to a large-scale hardware upgrade across offices.
- Ensured reliable technology infrastructure for state law enforcement operations.

Computer Technician, Walk's Office Technology

1992 | Brownsville, TX, On-site

- Built, tested, and installed DOS workstations at age 16, contributing to the Olmito School System's network infrastructure.
 - Gained early experience in network design, sparking a lifelong passion for technology-driven change.
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Education

Ph.D. Fellowship, Computer Science (Affective Computing)

The University of Texas at Arlington | 2016 – 2021

- Conducted pioneering research in Artificial Emotional Intelligence, focusing on micro-expression detection and Affective Computing.
- Bridged insights from psychology, neurology, and mental health, advancing autism and NPD detection and NLP-driven sentiment analysis.
- Contributed to human-computer interaction and emotional intelligence evolution.

M.S., Management – Information Security and Ethics

Colorado Technical University | Class of 2013

- Specialized in Information Systems Security and ethical decision-making.
- Developed advanced skills in security management for leadership in cybersecurity.

B.S., Computer Science

University of Texas Rio Grande Valley | Class of 2005

- Led innovative research in AI and genetic algorithms, earning Ph.D. program recommendations.
- Recognized as a visionary within the Computer Science department.

A.A.S., Software Development

Texas State Technical College, Harlingen | Class of 1998

- Mastered programming, data structures, and computer systems, achieving a perfect score in Unix Operating Systems.
- Developed a passion for systems-level automation and scripting.

High School

Gladys Porter High School | Class of 1994

- President of the Regional Computer Club and SysOp of a popular BBS with hundreds of users.
 - Tested out of Computer Science, mentored peers, and built a foundation for AI and systems development.
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Skills

Technical

- **Programming Languages:** Python, C, C++, SQL, Unix Scripting
- **Domains:** Affective Computing, Artificial Emotional Intelligence, AI Security, Cloud Infrastructure, Network Architecture, Database Security, Systems Automation

Leadership & Soft Skills

- Mentorship, Community Building, Ethical AI Advocacy, Strategic Planning, Public Speaking

Notable Achievements

- Founded Dallas Makerspace (2010), a global model for community workshops.
 - Awarded a Ph.D. fellowship by the U.S. Department of Education (2016).
 - Identified a critical security vulnerability at Microsoft (1999).
 - Built and led a 100+ member Regional Computer Club at age 16 (1994).
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Passions & Interests

- Ethical AI Development, Affective Computing, Micro-Expression Detection
 - Community Innovation, Maker Culture
 - Human-Computer Interaction, Emotional Intelligence
 - Cybersecurity, Systems Automation
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