

Mark Randall Havens, MSc-ISS

AI & Systems Architect | Data Security Expert | Ethical Technology Innovator

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Professional Summary

Innovative technologist and AI ethicist with 30+ years of experience in creating secure, adaptable, and ethically responsible technology solutions. Adept at designing AI models, information security protocols, and scalable systems infrastructure to foster organizational growth, trust, and long-term impact. Skilled communicator and technical leader with a passion for mentoring and engaging diverse teams, driving strategic brand alignment, and advancing technology that bridges connections across communities. Ready to leverage strategic insights and a solutions-focused mindset to contribute to an inspiring mission like Build a Nation's in branding and marketing.

Professional Experience

Independent AI Researcher & Data Security Consultant

Global Collaboration (2016 – Present)

- **AI Security & Ethical Compliance:** Pioneered security frameworks for AI model development, establishing robust data encryption, model transparency, and ethical guidelines to mitigate bias and drive responsible AI deployment.
- **Data Analytics for Strategic Insight:** Utilized predictive analytics, behavioral analysis, and data science tools to bolster brand impact through AI model insights in sectors including healthcare, finance, and cybersecurity.
- **AI Documentation & Technical Writing:** Authored clear, concise AI and ML documentation and user guides, enhancing user engagement, brand trust, and user-centric design.

Lecturer, Software Engineering & AI Ethics

University of Texas at Arlington (2016 – 2019)

- **Educational Leadership:** Designed and delivered courses on software engineering and AI, prioritizing ethical AI development and data privacy to build future technologists who understand the social impact of branding and technology.
- **Brand Advocacy Through Knowledge Sharing:** Mentored students and presented on topics like ethical technology, contributing to a forward-thinking, socially aware academic brand aligned with responsible technology development.

Senior Technical Solutions Architect

AT&T (2010 – 2012)

- **Strategic Systems Development:** Spearheaded the transformation of cloud and data infrastructure, implementing scalable network architecture and SAN designs that aligned with corporate brand and compliance standards.

- **Innovation in Data Integrity & Client-Centric Solutions:** Developed security-centered data systems, managing large-scale network designs, and supporting customer-centric service strategies that empowered AT&T's brand as a reliable and forward-thinking provider.

Senior Systems Engineer

Verizon (2006 – 2010)

- **Infrastructure & Security Optimization:** Redefined network architecture, enhancing data security and operational continuity with innovative data recovery protocols and automated monitoring systems that improved brand reliability and service quality.
- **Technical Advisory for Collaborative Brand Growth:** Collaborated across engineering and marketing teams to integrate new systems that reinforced Verizon's position as a secure and trustworthy brand in data solutions.

Core Skills

- **AI & Data Ethics:** Championing transparency, explainability, and ethical AI practices to support equitable AI use in brand strategies.
- **Systems & Network Architecture:** Expertise in cloud architecture (AWS, GCP, Azure), DevOps, and scalable systems design, ensuring secure, resilient data environments.
- **Data Science & Predictive Analytics:** Proficiency in data modeling, sentiment analysis, and NLP, with a focus on AI model optimization and feedback systems for brand insights.
- **Technical Writing & Documentation:** Skilled in producing user-centered documentation that is both technically comprehensive and accessible, enhancing brand engagement and consumer trust.

Education

- **PhD Fellowship in AI Research** (Emotional Intelligence and Affective Computing)
University of Texas at Arlington, 2016-2021
- **MS, Management – Information Systems Security**
Colorado Technical University, 2013
- **BS, Computer Science**
University of Texas Rio Grande Valley, 2006

Select Testimonials

- *"Thank you for your process and delivery maturity! You implemented repeatable processes that scale and put structure around the madness—it adds good value!"* — **Amit Singh, Verizon**
- *"We always try to recruit candidates that match Mark's profile!"* — **Neeta Goel, President, Newt Global Consulting**