Mark.R.Havens@gmail.com   972.891.9399

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.

- 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.

<u>**ACHIEVEMENTS**</u>**:** 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.
- Began as an IT Freelancer for various companies from 1989 to 1992.

∴ **Mark Havens**