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# Mark Havens (The Empathic Technologist)

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#### Independent AI Researcher & Scientist at Multiple Collaborating Institutions

August 2016 - Present



Leading the frontier of Emotion AI and Affective Computing, focusing on the development of Artificial Emotional Intelligence to explore emotional responsiveness in machines. Spearheading AI security initiatives to protect systems and data while implementing ethical frameworks for responsible AI deployment. Guiding research into the intersection of AI and emotional intelligence, fostering breakthroughs in machine learning and behavioral analysis. Dedicated to mentoring emerging AI researchers, driving collaboration, and advancing innovation in the evolving landscape of AI technologies.



#### Former University Lecturer at **The University of Texas at Arlington**

August 2016 - December 2019 · Arlington, Texas



Designed and delivered engaging courses on software engineering, computer organization, and AI interaction, with a strong focus on ethical AI development. Mentored students on AI research, emphasizing the importance of data privacy, security, and responsible innovation. Guided the next generation of tech leaders in understanding the ethical implications of AI technologies.



#### Former Executive Senior Technical Architect at AT&T

September 2010 - July 2012 · Dallas, Texas



Led the design of national datacenter master blueprints, transforming cloud infrastructure deployments, migrations, and consolidations. Developed cutting-edge network architectures and optimized SAN infrastructures to support large-scale operations. Provided strategic guidance and expert advisory to engineers and architects, ensuring seamless integration and cost-effective solutions that drove AT&T's technological evolution.



#### Former Founding Director & Principal Founder at Dallas Makerspace

2010 - July 2020 · Carrollton, Texas



Founded and led Dallas Makerspace, the world's largest all-volunteer-run community workshop. As Principal Founder, I fostered a hub of innovation and creativity where diverse minds collaborated to build, share, and learn. This global makerspace movement became a benchmark for community-driven innovation, highlighting the transformative power of collective ingenuity. Proud to have ignited a space where the boundaries of what's possible continue to expand.



#### Former Lead Senior Systems Engineer at **Verizon**

July 2006 - July 2010 · Irving, Texas



Engineered scalable systems infrastructure to support mission-critical applications, including collaboration platforms and call routing systems. Spearheaded network architecture redesigns to meet evolving business needs, ensuring robust data protection, enhanced security, and seamless backup solutions. Collaborated with cross-functional teams to drive innovation, improve system reliability, and set the stage for Verizon's long-term technical advancements.





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2000 - 2001 · Fort Worth, Texas

Provided specialized expertise in UNIX systems administration and security, driving key infrastructure and security enhancements. Championed automation and security initiatives, significantly accelerating project timelines and improving system monitoring. Devised an innovative script algorithm that facilitated a successful multi-site NIS merger, showcasing advanced problem-solving skills. Collaborated closely with business development to integrate new IT procedures, ultimately enhancing the efficiency, reliability, and security of Motorola's IT infrastructure.



### Former Database Engineer at Microsoft

In 1999 · Irving, Texas



Collaborated with Microsoft's top specialists to drive database innovation, resolving complex security, connectivity, and SQL challenges for web developers. Pioneered the identification of a critical security vulnerability in server extensions, leading to enhanced data protection practices and secure coding measures. Left a lasting impact on Microsoft's approach to database security and web development efficiency.



### Former Information Systems Support Specialist at Texas Attorney General

In 1995 · Austin, Texas



At just 19, I secured a prestigious internship with the Texas Attorney General's office, providing essential technical support for statewide Ethernet networks and NetWare 3.12 systems. I played a key role in diagnosing and resolving network issues, while contributing to a large-scale hardware upgrade across local and branch offices. My efforts ensured the reliability and efficiency of critical technology infrastructure, supporting state law enforcement operations across Texas.



### Former Computer Technician at Walk's Office Technology

In 1992 · Brownsville, Texas



At just 16, I launched my tech career by building, testing, and installing hundreds of DOS workstations. I contributed to the network infrastructure buildout for the Olmito School System, gaining valuable experience in network design and implementation. This early work helped modernize local schools and ignited my lifelong passion for leveraging technology to create positive change.

## College

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### Studied Emotion AI at The University of Texas at Arlington

Phd Fellowship Research · 2016 - 2021



Pioneered groundbreaking research in Artificial Emotional Intelligence, with a focus on Affective Computing and micro-expression detection. Bridged key interdisciplinary insights from psychology, neurology, and mental health, leading to advancements in autism and Narcissistic Personality Disorder (NPD) detection, as well as innovations in NLP-driven sentiment analysis. Contributed significantly to the evolution of human-computer interaction and emotional intelligence.



### Studied Information Security and Ethics at Colorado Technical University

Master of Science in Management · Class of 2013



Specialized in Information Systems Security and ethical decision-making, equipping me to address complex security challenges. Developed advanced skills in security management, preparing for leadership in the evolving cybersecurity landscape.





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Bachelor of Science · Class of 2005

Excelled in project-driven work, leading to PhD program recommendations. Pioneered innovative research in AI and genetic algorithms, gaining recognition as a visionary within the department. Known for inspiring peers and leaving a lasting legacy in the Computer Science program.



### Studied Software Development at Texas State Technical College Harlingen

Associate of Applied Science · Class of 1998

Mastered foundational programming, data structures, and computer systems. Achieved a perfect score in Unix Operating Systems, igniting a passion for systems-level automation and scripting that shaped my career trajectory.



## High school

 [Add high school](#)



### Went to Gladys Porter High School

Class of 1994

President of the Regional Computer Club (100+ members) and SysOp of a popular BBS with hundreds of users. Tested out of Computer Science, mentored peers, and developed a passion for tech, innovation, and community building, laying the foundation for future accomplishments in AI and systems development.



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