Mark R. Havens

3613 Frankford Rd. #1035
Dallas, TX 75287-6143

Phone: 972.820.6855
Email: mrhavens@yahoo.com

Objective

Advanced Technical Support Representative

Summary of Qualifications

- Over 2 years of technical support experience in the healthcare industry.

- Extensive experience with Windows 9x, Windows NT, Word, Outlook and Access.

- Very strong DOS background, with an even stronger command of batch file programming.

- Experience with various network environments, including NT, Netware and UNIX.

- Excellent written, oral and interpersonal communication skills.

- Highly experienced with providing excellent customer service in a fast-paced environment.

Relevant Experience

Technical Support:

Microsoft

- Resolved external database connectivity issues with e-commerce sites developed with FrontPage.

- Created example source code in javascript, vbscript, ASP and VBA to address software limitations in FrontPage 98 and 2000.

- Consulted with web developers on corporate web site design and Microsoft software functionally issues.

FT Mortgage

- Provided lead support on all Platinum enterprise management software in the company.

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

- Discovered and resolved subnet routing problems with NT servers and workstations.

- Designed and implemented a front-end application in Winbatch, which resolved design problems in Platinum project management software.

Ichthus Business Technology.

- Provided advanced technical support to various health care companies, including: Columbia Valley Regional Medical Center and Whispering Palms Nursing Center.

- Migrated existing accounting and management data to operate with newly implemented software.

Office of the Attorney General

- Supported existing Ethernet networks and diagnosed cabling and routing problems.

- Provided hardware and software support for all Netware 3.12 client systems

Price Village Medical Center

- Supported existing ARCnet network and implemented Ethernet on all new systems.

- Implemented and supported a new branch office network running Netware 3.12.

- Supported existing Netware 2.2 network and all workstations. (Non-dedicated server)

Work History

1999-present	Independent Technical Consultant		Dallas, TX
1999	Microsoft Support Engineer – (Contract, CompConTech)	*Microsoft*	Irving, TX
1998-1999	Projects Engineer – (Contract, TekSystems)	*FT Mortgage*	Dallas, TX
Concurrent with Education:			
1995-1998	Systems Engineer/Consultant	*Ichthus Business Technology*	Brownsville, TX

1995	Information System Support Specialist – (Internship, TSTC)	*Office of the Attorney General*	Austin, TX
1994-1995	Network Administrator	*Price Village Medical Center*	Brownsville, TX

Education

1994-1998	*Texas State Technical College*	A.A.S. Computer Science	Harlingen, TX
Concurrent with TSTC			
1995-1998	*University of Texas at Brownsville*	Computer Science Program	Brownsville, TX

Certifications

Brainbench
NT System Administrator
UNIX System Administrator

http://www.brainbench.com/
Transcript #31827