

Mark T. Flickner

GCED GISP MCP

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Career Objective

I am seeking a position in the IT industry where my broad range of experience with both government and private sector industries could be applied and utilized to support new and existing clients in the Northwest.

Experience Highlights

- Over 17 years' experience working in Tribal government and Casino IT Operations.
- Adapt with managing IT projects, service desk, and IT vendors.
- Experienced with Microsoft OS, Microsoft applications, service desk ticket tracking systems, and Active Directory.
- Considerable knowledge with the setup and configuration of computer hardware, software, and peripherals.
- Microsoft and GIAC certified.
- Trained in VMware for both installation and administration.
- Proficient in the design, installation, and testing of network switches and related hardware.
- Accomplished installer of physical Network and Telephony infrastructures.
- Experience with VoIP, PBX systems, Key systems, Voice Mail, and Call Accounting.

Work Experience

Upper Skagit Indian Tribe
Information Technology Department
Bow, Washington

July 2001 thru 2018

Service Desk Lead

- As service desk lead, I and one other technician were responsible for providing support to all Tribal government departments and non-gaming companies owned and operated by the Tribe. All technical support to customers was provided with strong emphasis on a quality customer experience and satisfaction with IT resolutions.
- Met monthly or quarterly with department heads to stay apprised of new and ongoing obstacles requiring IT support. Ran weekly staff meetings. Performed daily timesheet reviews and annual employee evaluations.
- Considerable knowledge with the setup and configuration of computer hardware, software, and peripherals. Joining systems to a MS Domain with Active Directory. Installed, configured, and maintained software applications in a Microsoft environment.
- Experienced with point of sale systems, property management, and service desk ticketing systems.

Project Lead:

- As lead on IT projects, I was responsible for quality control, prioritizing timelines, coordinating tasks with vendors, onsite staff, and upper management, ordering and installing equipment, and was responsible for all product and cost tracking.
- Designed and installed the infrastructure upgrade that brought Skagit Valley Casino into physical security compliance with State and Federal Gaming Commissions. This included the complete rebuild of the gaming cabling IDF and server room.
- Proposed a new data / communications backbone from Skagit Valley Casino to additional properties for gas station, and new hotel as well as future developments. After the design was approved, I supervised all vendor activity on the project and was responsible for all in-house portions of the installation; this included the termination of copper and fiber optics. I was also responsible for all bids, vendor communications and project timeline.
- Planned and setup the LAN / WAN infrastructure for Upper Skagit Indian Tribe's administration offices. This required the installation of fiber and high-count copper to seven administration buildings for both data and voice communications, which necessitated the creation of a new central data room and six remote data rooms. Removing seven stand-alone phone systems and coordinating the installation of a new Option 11 PBX, Call Pilot voice mail, and Profit Watch call accounting system.

Network Services and Infrastructure:

- Network architect for 3 physically separate Networks with over 6000 nodes with both TCP and Multicast traffic.
- Designed DMZ's, Intrusion Prevention and Intrusion Detection.
- Experienced with Cisco, HP and Avaya Network switches, Threat Management Gateway, Cisco PIX and Juniper Firewalls. Experience includes configuration and installation.
- Installation of multimode and single-mode fiber or repair when needed. Perform annual inspections of fiber patch panels and clean fiber ends to ensure we maintain high performance on our network backbones.
- Install, configure, and maintain network infrastructures including Main Distribution Frames and Independent Distribution Frames. This work includes continually monitoring MDF's and IDF's to insure they stay clean and manageable. Installation and terminate cable for new locations. Oversee all moves, adds, and changes.

Telecommunications:

- Was Responsible for phone, voice mail, and call accounting systems for all Tribe properties including any peripheral equipment. Duties included reviewing service needs and performing moves, additions, and changes to both Nortel phone equipment and commercial phone lines. Perform maintenance and system backups for a Mitel 3300 VoIP, CS1K, Option 11, Meridian Mail, Call Pilot, and three Call Accounting Systems.
- In charge of policies and procedures to include customer service request forms and all system documentation requirements for IT staff.
- Responsible for informing management of technology advancements and recommending the most cost-effective direction we should go. All recommendations are supported with technology briefs, short and long-term cost analysis, and return on investments when applicable.

Luxor Communications
Bellevue, Washington

2000 thru 2001

- Lead service technician

Dimensional Communications
Mount Vernon, Washington

1997 thru 2000

- Telcom installer and service technician

Military Experience

1110th Signal Battalion
Fort Detrick, Maryland

1993 thru 1995

- As a specialist in the military, I maintained communications equipment for primary tech-control sites used to support the White House and Pentagon.

United States Pacific Command
Scholfield Barracks, Hawaii

- As a serviceman, I maintained a tactical mainframe used to support military customers in the Pacific Command. Performed component level repair, requested parts, maintained service records, and tested equipment that had been modified.

Personal

Honorably Discharged from the military after five years of service. I thoroughly enjoy new challenges and work well independently or as a member of a team. Sensitive to Tribe culture. I am punctual, highly motivated, easily instructed, and have excellent communication skills.