Mark Hebert

**Network/Computer Technician - Certified CompTIA Network+, A+**

18119 80th Ave W

Edmonds, WA 98026

[mjhebert611@gmail.com](mailto:mjhebert611@gmail.com)

206-218-3974

To Whom It May Concern:

My name is Mark J. Hebert, and I live in Edmonds, WA. I wanted to introduce myself and inform you that I am in the market for work.

I have been working in the IT/Computer field for a number of years, as my resume demonstrates. I have experience in help-desk duties as well as administrating a Local Area Network.

I am also above average at Apple Mac support. I have certifications in CompTIA A+ and Network+.

I would like to speak with you, at your convenience, and discuss the bright future I'm sure your opportunity can give me. I hope to hear from you soon.

# Work Experience

## IT Ops/Mac Support

Funko, LLC - Everett, WA

September 2016 to Present

Support of Funko Mac population, approx. 190 end users across desktops & laptops, hardware, software, printing, new build setups and equipment refresh

## NW Regional Site Support

Merrill Communications LLC - Monroe, WA

December 2014 to September 2016

Responsibilities

Supervisory Reference: none

Responsible for all site support duties for offices in Monroe & Seattle, WA. and Oregon City, OR.; physical installation of all computer equipment to include servers and rack mounting; administration of local file servers; support for end user email clients and troubleshooting; receiving, setup, software installation & configuration of end user workstations; basic administration of phone system; regular communication with corporate IT hub for updates and processes; writing of technical process documentation

Accomplishments

Filled in an onsite IT support gap that existed at the company - assumed and owned all support functions onsite to include: maintenance of user and production flow, administration of LAN, support for main business operating system (DemandBridge) and liaison between company and DemandBridge technical support

Skills Used

Competent writing skills for inter-company communication; interaction with vendors and sourcing contacts; purchasing and implementation; onsite inventory documentation; technical process documentation creation

## Tier 2 Technical Support

Contractor - Boeing Company Account/PFI Tech - Everett, WA November 2012 to November 2014

Supervisory reference: Nick Abson 425-931-9535

Responsibilities

Responsible for all Tier 2/3 technical support for Boeing common shared workstations throughout the Puget Sound; developing and documentation of process documentation; management of upgrade/ migration/conversion projects

\*Promoted to the above position from the Material Handler position described below\*

Accomplishments

There have been a few emails sent to PFI tech (from Boeing employees) regarding their satisfaction with the quality and professionalism of my work.

## Material Handler

Contractor - Boeing Company Account/PFI Tech - Everett, WA November 2011 to November 2012

Supervisory reference: Kevin Joyce 206-518-0986

Responsible for keeping fresh batteries stocked on Boeing 787 factory floor; disconnect/reconnect of factory floor network for line moves; maintaining tablet racks and imaged engineer tablets for use on factory floor

## Computer Repair Technician

KBS Computer Solutions - Billings, MT November 2010 to June 2011

Responsible for various types of desktop and laptop repair of customer computers, both residential and business; also onsite computer repair for both residential and business clients; also installation and implementation of computer LAN systems for business clients; setup and configuration of client LAN and WAN, as well as WLAN configurations

## Customer Technical Support

Internet Montana - Billings, MT

December 2009 to November 2010

Heavy phone support for residential internet customers to include: account setup and troubleshooting; email support and troubleshooting; helpdesk support; DSL setup and IP configurations

## Network Operations Technician

Cutthroat Communications, Inc - Bozeman, MT

February 2008 to April 2009

Primary function was customer support/troubleshooting for customers of an internet service provider, mainly dealing with heavy phone support regarding problematic internet connections, to include:

troubleshooting of customer internet equipment, wireless antennas and routers, DSL modems/routers, EFM modems, wireless base stations & subscriber units; working in conjunction with upstream carriers (Qwest, AT&T, etc.) that provide T-1 and DSL connections; working, in majority, with business-class customers although there was also considerable time spent with the residential-class as well

## Information Systems Administrator

Inslee, Best, Doezie & Ryder, P.S - Bellevue, WA October 2000 to September 2007

Complete responsibility for firm network; backup; SQL; and email administration, as well as complete end-user support for 60 users. I setup and monitor all firm remote access capabilities. I have performed these duties alone since I was first hired by InsleeBest. I am also responsible for all computer/network related purchases, to include: workstations, servers, printers, software, and hardware. I was also responsible for building, configuring, and implementing Dell server and workstation machines. I did complete setup and configuration of RAID arrays of Dell PowerEdge servers. All purchase, setup, installation, and implementation of HP networked and local printers.

## Information Systems Administrator

Videodiscovery, Inc - Seattle, WA May 1998 to October 2000

Complete responsibility for firm network; backup; and email administration, as well as complete enduser support for 15 users. I setup and monitor all firm remote access capabilities. I performed these duties alone since I was first hired by Videodiscovery. I was also responsible for all computer/network related purchases, to include: workstations, servers, printers, software, and hardware.

# Education

## Associates of Applied Science in Network Administration/Computer Repair

Masters Institute of Technology - San Jose, CA

January 1996 to January 1998

# Skills

* Help Desk
* LAN
* Active Directory
* IT Support
* Operating Systems
* Software Troubleshooting
* Technical Support
* WAN
* DNS
* Computer Networking
* Remote Access Software
* Microsoft Windows
* Desktop Support

# Additional Information

Additional references available upon request