

Below please find a full resume and three letters of recommendation. Further references are gladly available upon request.

**PLEASE DO CONTACT MY PREVIOUS EMPLOYERS!**

## Marvin C. Bentley II

1 Starting Gate Ln  
Hinsdale, NH 03451

802-275-4292  
[truevox@gmail.com](mailto:truevox@gmail.com)

### Skills

- 10 years technical support experience (remote & local)
- Strong knowledge of basic networking
- Excellent customer service skill-set with a focus on time and accuracy of service & general customer satisfaction
- Administered several websites, both personal and professional
- Comfortable with using and training users in the use of computers
- Excellent verbal and written communication skills
- Comfortable working remotely
- Quick learner who is able to problem solve and troubleshoot computer software and hardware problems
- Familiarity with nearly all consumer facing Google services and software (Android, Chrome, Gmail, Drive, etc.)
- Experienced in procuring, designing and assembling computer hardware
- Comfortable switching around to various in-process projects
- Implemented powerful offsite, redundant backup systems
- Able to work unsupervised and also as part of a team
- Experience rolling out full-disk encryption for every computer in the facility
- Extensive use of the Microsoft Office Suite, with a focus on Word and Excel
- Working knowledge of Adobe Indesign and Acrobat Pro
- Familiarity with most computer operating systems, having run Windows and several variants of Linux at home
- Trusted to handle client data subject to privacy regulations such as, but not limited to, HIPAA & PCI compliance
- Also trusted to handle over \$10,000 a day without supervision

### Work Experience

**03/12/2007 – 4/21/2017**

***Five Maples/Mailrite (802-387-5157)***

***Putney, VT***

***IT Systems Administrator, Information Security Coordinator and Data Processor***

I have been with the Five Maples company (formally Mailrite, Inc.) for more than half of my adult life, and I feel that I have accomplished much there.

My day-to-day data processing work consists of handling address databases. This generally entails taking customer supplied address information, "cleaning" it up using cutting edge postal software (BCC's Mail Manager), and then sorting it to achieve the highest possible postal discount and mailing speed. In addition to this rigorous process, there is also removal of duplicate records, various required databases to run the data against, as well as complex multi-page variable data mail merges. The mail merges are designed and processed using Microsoft Word for simple tasks. For more complicated merges I rely on DesignStream which is a plugin for Adobe Indesign. On some lucky occasions I am asked to go help general production team with envelope stuffing or address inkjetting, which is a nice change of pace.

My time in working on IT projects generally consists of hardware/software research and procurement, consulting with the company Owner/President regarding technology and information security, and dealing with the day-to-day computer issues that arise when supporting people with a wide array of computer experience (everyone from novices to power-users). On the rare occasion that a problem arose that I was unable to solve (or solving it would entail too much risk), I made connections with several professionals in the area to work with to fix the issue.

Some of my IT & Security highlights are as follows:

- 2007
  - Rebuilt from scratch an updated edition of the company website within first month of employment.
- 2008
  - Spearheaded transition process (including research, software compatibility and training) from local Exchange server for email to cloud hosted GSuite (formerly Google Apps).
- 2009
  - Initialized modernizing data backup solution by moving to CrashPlan for encrypted offsite backups.
- 2010
  - Transitioned to a Fully redundant on and off-site backup system (Datto server) to backup virtual images of our two servers that could be loaded in minutes in the event of a failure
  - Implemented full disk images (via Macrium Reflect) for our clients stored redundantly on an on-site Drobo storage unit.
  - Ensured all data is encrypted and backed up offsite to several geo-redundant data centers.
  - Researched and was subsequently directed to implement full disk encryption on all of our computers for security purposes using TrueCrypt.
- 2012
  - Researched and set up encrypted data exchange channels for sending and receiving client files, part of an ongoing effort to ensure compliance with various health & financial private information laws (facilitating ongoing business with banks, hospitals, and various other organizations which handled sensitive data).
  - Lobbied for and was greenlit to procure, install, and configure a 4G LTE automatic fail-over backup Internet provider.
- 2013
  - Continued to oversee management of website until we hired a full time web designer in '13.
  - Still in charge of general admin of domain, and several other domains that are not in active use.
  - Promoted to Information Security Coordinator, which entailed bi-weekly meetings with the Operations Manager and the company Owner/President on status of security related projects, and any recent data-security concerns.
- 2014
  - Formulated and performed inaugural and subsequent yearly data security audits, which required ratification from the company owner/President and the Operations Manager.
  - Organized and lead inaugural company-wide data security training seminar (incorporating a signed employee acknowledgement and accountability form), and subsequent annual events thereafter.
  - Same data security training is also provided to all new employees shortly after time of hire.
  - Implemented thumb-print based biometric security for our server room.
- 2015
  - Responded to emergency need for defective time-punch system, and adopted a new cost effective biometric time-keeping system for entire hourly staff at a significant savings over the previous unit.
  - Facilitated our remote employee program. This consisted of a full conference room Teleconferencing setup, new employee hardware, remote desktop procedures and policies, new firewall procurement and setup, traffic shaping implementation, fault tolerant load balancing DSL lines (one primarily dedicated to remote employee while waiting for Fiber), as well as ongoing remote training and support.
  - Provided daily phone and remote desktop support during an extended absence from work (due to injury).
- 2016
  - Oversaw a transition from DSL to high speed fiber Internet access, as well as switching from a decades old on-site PBX to one hosted in the cloud.

Finally, I am also in charge of preliminary scheduling. Each morning, it is up to me to make the decision of which jobs take the highest data processing priority. This is very important, as it sets the pace for the rest of the day throughout the production line.

**01/29/2005 – 12/02/2006**

***Dunkin' Donuts***

***Keene, Swanzey and Hinsdale, NH  
and Brattleboro, VT***

***Night Shift Assistant General Manager***

I directed the upgrade of our communications infrastructure between our 10 stores and additional bakery and trained our personnel on how to use it. We also instituted a number of new procedural forms. The most notable of which is the Shift Leader Log which I developed. I had extensive training in both human resources and consumer relations. To better facilitate top down communication, I founded a company-wide newsletter and prototyped an internal blog. I was trained to dynamically respond to problems as they arose, and I was given the authority and the means to solve them. I spent a number of months running the night crew of various "problem" stores, and was able to measure marked improvements in the metrics for each. I was entrusted with a tech support position within the company, and was often the first line of defense in the resolution of various hardware and software issues. Further, I was called upon in a small handful of situations to handle cash theft related problems.

**06/13/2000 – 01/15/2005**

***Bromley Mountain***

***Peru, VT***

***Lift Operator/Thrill Zone Operator***

I was in charge of operating the various rides during the summer, and of getting customers on and off the ski lifts during the winter. I also spent several days a week in the office selling tickets and guest passes. Having a \$10,000 drawer wasn't uncommon for me at the end of the day, and my count was always correct.

**01/13/1997 – 05/23/2005**

***The Hearty Entree Pizza***

***Wardsboro, VT***

***Co-Owner***

During my teenage years, my father and I started a pizza place together. We sold both walk-in and delivery pizza out of our home Friday nights and also sold wholesale frozen pizzas to a number of stores in the area. I learned a lot about procuring supplies and negotiation to get the best wholesale price. It was also a good lesson in working long hours, as it happened after any day job I had (including high school).

**Fall of 2001**

***Leland and Gray Union High School***

***Townshend, VT***

***Substitute Teacher***

I was contracted to work as a substitute teacher at Leland and Gray. I was asked to stand in for my former music teacher Ron Kelley for more than a month while he was on the Journey East project. My short time there consisted of setting the short term choral selections that we worked on, as well as teaching the chorus classes. I also assisted Matt Martyn with teaching music theory.

## **Education**

I attended Westwood College and partially completed coursework towards a bachelor's in Network Administration. I graduated from Leland and Gray Union High School.

## **Interests**

I enjoy tinkering with computer game programming and playing computer games in general, and have actually run and administered my own Minecraft server for fun (and will again). I love to cook, and consider my best dish to be the Pizza recipe that my father and I developed. While I haven't had the time in years, I very much enjoyed my time as a music composer, having written several songs and scored 2 staged plays. I am lucky enough to be in the band "Bad to be Good" as the bass player/backup vocalist ([www.badtobegood.com](http://www.badtobegood.com)).



May 3, 2017

To: Whom It May Concern

Re: Reference for Marvin Bentley, II

Marvin worked at Five Maples from March 2007 through April 2017 in multiple (and simultaneous) roles as a data processor for client mailings, and as our IT systems manager, IT help desk and data security coordinator.

As a data processor he was reliable and accurate and created custom formulas and scripts within Excel and our industry specific data management software to streamline work or achieve new results in data clean up and manipulation.

As IT systems manager he successfully implemented our security policy, developed our data back-up solution and rapid recovery solution, and successfully maintained our servers and network.

Marvin was constantly improving his knowledge and researched and implemented solutions to the various issues that come up in those roles.

Marvin was very helpful, was respected by and got along well with other employees, worked well on teams, and contributed innovative ideas.

We highly recommend Marvin and his work.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Henricksen".

Gary Henricksen

President



Barri L. Wyman  
PO Box 39, W. Swanzey, NH 03469  
603.499.3274

To Whom it may concern,

I am pleased to write this letter of recommendation for Marvin C. Bentley, II, IT Systems Administrator, Information Security Coordinator and Data Processor with whom I worked closely.

Marvin does an amazing job managing and troubleshooting the IT systems, IT security, and network as well as providing systems support to the entire Five Maples/Mailrite team. Along with those expansive responsibilities, Marvin manages complex variable data merges using a multitude of high-level, specialized data processing software and design software, following intricate Postal Regulations and client requirements, resulting in timely and effective mailings, most involving substantial fund raising for non-profits including prestigious schools and colleges.

His response to the nearly constant changes in postal regulations and client needs as well as internal service to staff and the business owner is quick, thorough and accurate and done with respect and a smile, in spite of tremendous pressures of time constraints and last-minute changes.

Marvin and I enjoyed working with each other, because we learned we could depend on each other to always provide the very best service and support for excellent results. He is a wonderful team member and would be a huge asset to any organization.

Marvin's personality in the workplace and his skills are second to none. He is always professional, willing to go the extra mile, happy to learn new skills and take on added responsibilities for the benefit of the organization and its clients.

With more than 20 years of experience myself in marketing, customer service, executive administrative work, communications, design and fund raising, I believe I am a good judge of the level of skills and the personality desired for the work that Marvin does. I recommend him highly.

Sincerely,



Barri L. Wyman  
Marketing/Communications/Customer Service Specialist  
PO Box 39, W. Swanzey, NH 03469  
603.499.3274



Darleen McKinstry General Manager  
441 Main Street  
Keene, NH 03431

phone 603/ 352-4077  
fax 603/ 352-1877  
cell 603/209-5771

December 2, 2006

To whom this may concern:

As the General Manager for nine Dunkin' Donuts shops and a full production bakery, perhaps the most rewarding experience is having the opportunity to meet, work with, and help develop employees. On occasion, a truly talented individual comes along who demonstrates great potential and ability. Marvin Bentley II is such a person.

Marvin has worked for Dunkin' Donuts for approximately two years. During his employment, he worked his way up from a cashier to Assistant General Manager Specialty--Night Shift. Marvin is a hard-working man who is able to perform any job function for which he is trained. He has been reliable, flexible, willing to help out on short notice in emergencies, and always maintains a positive attitude.

The position he held was one requiring a very high level of responsibility. Marvin was a capable individual who was self-directed and able to make correct decisions quickly. He was also able to apply a very unique sense of humor in almost any circumstance. This is one of the qualities I will miss most.

Although it is sad to lose him as an employee, it is understandable that he needs to pursue opportunities in a field which is more in sync with his education. He gave us adequate advance notice of his intention to resign. He is welcome to come back to Dunkin' Donuts in Keene at any time should he so desire. I have no reservations whatsoever in asserting that he will be an asset in any position he will undertake.

Sincerely,

  
Darleen McKinstry  
General Manager