Mark D. Bodley

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Innovation		Execution		Results

PROFESSIONAL OBJECTIVE

A technical management position that allows me to affect the fiscal bottom-line, based on ITIL standards, and best practices from a remote location to anywhere in the world. The AT&T "You Will" Campaign, was a mission statement, not advertising to me. I have delivered on that promise of technology ever since.

SUMMARY OF SKILLS / CAREER HIGHLIGHTS

I have had the rare opportunity to touch, test, deploy, document, and manage enterprise-class technologies for my entire career. I was blessed to begin my IT career, working in the proven mission-critical engineering environment of AT&T. I am well-traveled and comfortable in "C" Level business environments. I have worked primarily on service provider networks, where the infrastructure IS the product of the company, consisting of multiple data centers, globally diverse teams, and millions of global users

CRITICAL SYSTEMS ARCHITECT	ACCOUNT MANAGEMENT	EXECUTIVE MANAGEMENT
PROJECT/TEAM MANAGEMENT	INFRASTRUCTURE ARCHITECT	CLOUD COMPUTING ARCHITECT
IT SERVICE MANAGEMENT	EMAIL/MESSAGING SYSTEMS	BUSINESS DEVELOPMENT

➢ Transitioned an AT&T Contract UNIX Training Company to one of the first pure internet access, and web hosting companies in the USA. (ITI)

➢ Negotiated, and closed retail channel distribution for internet access, resulting in 300% Sales Growth, and instant brand awareness.

➢ Rapidly Promoted to top tier in every employee position ever held.

➢ Technical Architect and manager of www.godspeaks.com, (the Black and white billboards). One of the largest Christian Websites in the world, from live streaming the launch in 1999, to engineering the global, banner link servers, multi-tiered architecture, serving 10's of millions of unique visitors monthly, 30K + dynamically generated Flash Daily Email devotionals, and providing material support to underground churches in mainland China, and other hostile environments. Providing security, and Five Nine 99.999 uptime from 1999-2012.

➢ Founded a cloud infrastructure services firm, operating from the NAP of the Americas, in Miami, delivering world-class data center infrastructure to the SMB market. Design deploy, migrate and manage client servers transitioning from customer premise environment to our facilities, connecting corporations over VPN Connectivity for national, and global entities.

➢ Pioneered secure connections over IP, protocol. Patent Applied for encryption key via Pixel value of photo ID's accessible via magnetic strip.

➢ Developed early metropolitan area networks for server data center colocation, allowing network fault tolerance in the event of a failure of a local client server. 1998

➢ Engineered, and directed technical implementation of the first public/private internet/intranet consisting of all biometrically authenticated crossed Biometric authentication with dynamic DNS redirection to create one of the first 100% user verified content delivery networks.

➢ Highly skilled in the design and deployment of enterprise-wide technology solutions in support of internal staff and customers. Expert in troubleshooting and resolving network, Internet, and VPN connectivity issues, over LAN,/Wan, and remote locations.

PROFESSIONAL EXPERIENCE

SUPPORT.COM, (COMCAST) REDWOOD CITY CALIFORNIA   **2012 – CURRENT**
CONTACT CENTER OPERATIONS TIER 2

- Support transition of Global VOIP System from IN contact Pro, to Avaya, and Corvisa. Handled pilot training, installer customization debugging, training, and support to 2000+ Work from Home Agents.
- March 2015 Promoted to Tier 2 Contact Center operations Analyst we are the core team of 4 for a work from home call center, supporting 2400+ WFH Agents VOIP, on Avaya, and Corvisa and VPN connectivity, and security. Agent WFH site through Comcast's Various Billing, CRM, and ERP Applications.
- Responsible for managing critical system outages to resolution, and running outage bridge advising all stakeholders, to resolution.
- June 2014 Promoted to the call center operations team; we are a staff of eight, managing the critical call center infrastructure, 24x7 across the Comcast billing and operational intranet applications network, our two data centers, and 1400 remote call center agents from the united states, Canada, the Philippines, and India.
- June 2013 Promoted to the SMB team was the premium paid, highest level support publicly available from Comcast, n the United States. *The 1%, of the top 10 percent*, nationwide.
- SMB Support team is providing the actual service for Comcast Business Class, Office Depot, Office MAX, Staples, Suddenlink, and Rogers of Canada.
- Advanced Business troubleshooting LAN/WAN/VPN, and Multipoint VPN.
- Customer and Comcast hosted Microsoft Exchange, Microsoft Server, SQL Server.
- Provide Tier 3 Support for Field Technicians, Comcast Internal, and OnFORCE, First Data, ETC.
- Provide (Premium-Paid) remote support, for 30m + subscribers to Comcast high-speed networks.
- Support, Cisco, NetGear, Arris, SMC, and all associated Wired, and wireless network equipment.
- Remote support, management client and server OS, Windows 2003 Server through Server 2012 R2, and All SBS Servers to date.
- Remotely support Client operating systems, Windows XP, Windows Vista, Windows 7,8 and Mac OSX 10.5+
- Support Client email systems, MS Exchange, MDaemon, MS outlook, windows 8, Thunderbird. Zimbra Mail server
- Expert, certification break-fix, Virus/Malware reverse engineering, and removal.

CYRIX SYSTEMS/ - DELRAY BEACH, MIAMI, FL, ATLANTA, GA   **2003-2012**
FOUNDER, SENIOR PARTNER, CTO

- Architect, Manage and support data center infrastructure, Internet Applications, and content delivery.
- DEV Ops Management; International team of developers, for client application initiatives ranging from Biometric Authentication to custom implementations of MS Exchange, and open source CRM/Communications and Collaboration Servers.
- Provide 24x7 Media Streaming services to multiple radio stations, churches, schools, and municipal
- Manage all Client vendor contracts, and resources, as related to IT. Hardware, Software, and Services.
- Contracted configured, and managed Colocation space in Terremark, in Miami, and 34 Peachtree In Atlanta, for various client applications as well as VPN, VOIP, Dedicated server Hosting, Clustered Private, And public Cloud Server Hosting, security audit, maintenance, and monitoring.
- Corporate Email solutions, including: Microsoft Exchange, 2000-2008, Mdaemon V.6-12, Various Open Source messaging, and collaboration solutions.
- Provide Desktop to Datacenter, support, for 2000 + End Users. Including several large not for profit foundations, government agencies, and elected officials.
- Embedded Systems, and OS, manufacture of "appliance" devices for multiple deployments.
- Donate security consultation and VPN services to missionaries, and ministries working in the middle east, Africa, and Asia. Including ghost computer setup, including iron key, and iPod custom security solutions.

CHRISTIAN INTERACTIVE NETWORK. – MYDOT MANAGER *Fort Lauderdale, FL*   **1999 - 2003**
Chief Technology Officer
- Promoted from Director of Network Operations to CTO
- Direct all hardware, software, LAN/WAN protocols and infrastructure, VoIP technologies and related IT/IS architecture for an ISP organization.
- Hosted, and streamed Audio, and video for several of the largest ministries in the world including live on site, to the web, and usage of, Real Server, Windows Media Server, Flash Streaming.
- Managed application development teams and environments created a development environment, and built design, QA, test, deploy methodologies, for internal and external development teams, ASP, Cold Fusion, Java.
- Created processes for new technologies as they became available, ASP, Coldfusion, Tomcat, Windows Media server, Podcasts, iPhone IOS.
- Provide filtered dial-up applications, web hosting services, and live audio/video media servers for client broadcasts. Spearhead all technology initiatives and related cost controls.
- Responsible for several thousand users, internet access, email, and hosting.
- Forecast and develop budgets, and administer funds for new technology acquisitions and project initiatives. Manage technical reporting, investor relations, and capital partnerships.
- Designed, built and managed a 24/7/365 data center, and staff. Develop national access and broadcast product/ service offerings. Assess remote target markets in support of network build-out and marketing projects.
- Ensure operability of Multiple T1 lines integrated with three carriers for optimum meshed connectivity.
- Integrated enterprise-class Cisco routers to a multi-homed BGP environment.

CYBERGATE, INC. (ACQUIRED BY ACSI, THEN ESPIRE) – *Deerfield Beach, FL*   *Jan.* **1996 – Sept. 1999**
Director of Marketing Partnerships
- Promoted to Director of marketing partnerships, from Manager of Alternate Distribution after 14 months.
- Recruited to grow channel sales and distribution. Served as technical advisor, and trained and managed a distribution channel comprised of 310+ agents. Planned and negotiated for network expansion facilities.
- Was the Local "face of the internet" Bringing direct internet access to communities for the first time.
- Negotiated for space, PRI's, and T-1 Backhaul for POP Facilities across Florida, and Georgia.
- Forged strategic relationships with key market players in fl, ga, and al. Expanded the channel concept through the acquisition of three competitors, and developed agent manuals and related collateral materials.
- Developed co-marketing partnerships with CompUSA, Tandy, sears, staples, 2Connect and other retailers. Increased Channel monthly recurring revenue 660%.
- Established vertical markets with WPLG TV, Channel 10, Tribune Media, Tampa Tribune, Savannah Morning News, South Florida Newspaper Network and other regional media.
- Orchestrated telecom education for various resellers including publishers, senior business executives, consultants, and retailers. Negotiated digital access with LEC.

INFORMATION TECHNOLOGY INSTITUTE – *Miami, FL*   **1992 – Nov. 1996**
Director of Marketing / Sales
- Started in the family business. To work with my father, and some of the pre-eminent computer science professors in the southeastern US, starting as an AT&T contract training facility and ending as the first ISP serving the South Miami, FL area.
- I had the unique opportunity to work with Dr. David Bodley, Dr. Massoud Malani, and Dr. Raymond Ege, an author, contributor to AT&T Unix. This was my college, working as a peer.
- Gave Training and Lectures on the internet and how it works, at area Universities.

- Recruited to identify and capitalize on alternate revenue opportunities for computer-based training and testing. Collaborated with computer professors throughout South FL.
- Designed advertising and marketing collateral, built a favorable company image and developed a product line of training programs and internet services.
- Developed and deployed one of the first e-commerce websites and consultancies in the world. NSF # 742
- Recruited, hired, trained and managed direct and telesales staff. Developed and implemented related compensation and benefits packages. Trained new business users and provided onsite client support.
- Prospected accounts, negotiated contracts and managed key accounts with Dow Jones Telerate, Media3 Publishing, Menlar Financial Group, King Industries and Financial Group, and other clientele.
- Assisted in the development of and transition to TCP/IP delivery from leased line modems, for Dow Jones.

Education:

INFORMATION TECHNOLOGY INSTITUTE, MIAMI, FL	4 YEAR PROGRAM WORKING WITH LEADING INTERNET ENGINEERS, FROM AT&T, FLORIDA INTERNATIONAL UNIVERSITY, BARRY UNIVERSITY	1992-1996
FLAGLER COLLEGE, ST AUGUSTINE, FL	BS PROGRAM IN BUSINESS ADMINISTRATION, FOCUS ADVERTISING, AND MARKETING	1991-1992
LEVI STRAUSS, RETAIL MANAGEMENT, MERCHANDISING. SAN FRANCISCO, CA	CORPORATE MANAGEMENT PROGRAM, PRIMARY FOCUS ON HUMAN RESOURCES, REGULATIONS, MANAGEMENT, TEAM BUILDING, LEADERSHIP	1991
BROWARD COMMUNITY COLLEGE	ASSOCIATE'S DEGREE PROGRAM, BUSINESS ADMINISTRATION	1989-1990
S&A GROUP, BRINKER MANAGEMENT SCHOOL, DALLAS TEXAS	CORPORATE MANAGEMENT PROGRAM, GEARED TOWARD LEADERSHIP SKILLS, COSTING, AND ACCOUNTING PRACTICES	1989

COMPUTER / SOFTWARE SKILLS

Windows /XP/Vista, 7,8,10 • Windows NT4/2000 Server 2003-2008-2012 R2• Microsoft Office Suite 97-2010 • IIS • Apache • Exchange • MDaemon • Blackberry Enterprise Server • Goodlink • Mobile messaging • iPhone • BlackBerry • Cellular Voice Data • Streaming media • Content delivery networks • Flash Media Server • Real Server • Windows media Server • PHP • WireShark • Net Scan Tools • NMAP • TCPRoute • Livingston Portmaster • ISDN • PPP • Frame Relay • ATM • SONET • Long-Haul Fiber Wave Division Multiplexing • Unix • Linux • RedHat • Debian • Ubuntu • Fedora Core • CENTOS • Routers • Switches • Cisco • HP Procurve • Juniper • F5 BIG IP • Foundry Networks • Digital-Link BAT Electronics, CSU and Imux Units • Lucent, Ascend • LAN/WAN • VoIP • TCP/IP • Web Hosting • Filtered Dialup • Open NMS • HP OpenView • Servers Alive • SolarWinds • Spiceworks • SNMPC • Whats UP Gold • Acronis • ArC Serve • Amanda • Windows Server Backup • BackupExec• EMC • RSYNC •Tivoli