Mark Hoffman

117 Llewellyn Drive ▪ Westfield, MA 01085 ▪ Phone: 413-579-5404 ▪ [mhoff1993@gmail.com](mailto:mhoff1993@gmail.com)

Sr. Network Engineer

*Customer Service oriented Systems Design & Security Strategic Planning Utilization of Technology*

Accomplishments

Developed and operate the IT Department of a mid-size multi-million dollar auto parts distributor located in the Northeast. Established and managed the stateside IT Department for an International Chemical company. Successfully supported and administered the IT tasks of 8 sites across the Southeast and West regions for a Fortune 500 Chemical company. Successfully coordinated and managed several major IT projects.

Professional Experience

WEST SPRINGFIELD AUTO PARTS – West Springfield, MA

IT Director 2009 - Present

Manage the company’s IT department and provide end user support to this mid-sized auto parts distributor. Handle all IT and telephone related issues and problems of this Windows server-client, Terminal Services Thin Client and HP UX environment on a daily basis. Responsibilities cover 8 locations in Massachusetts and Connecticut and approximately 200 employees to include the security compliancy of the new Mass 201 CMR 17 Privacy Law. Provide support to the company’s web site, telephone systems and Ultimate Plus business ERP software and hardware.

Key Results:

* Brought stability and reliability to the company’s infrastructure by implementing a MPLS network with automatic fail-over using secondary internet connections. This process resulted in saving the company over $25,000 per day from lost sales. Implement key infrastructure improvements as budgeting allows further improving the infrastructure and providing additional savings. Continually reviewing IT expenses to ensure the maximum lowest IT budget. Instrumentally coordinated the swift IT recovery of connectivity after the business was damaged by a tornado.

BRANFORD HALL CAREER INSTITUTE – SPRINGFIELD, MA

Part-time IT Instructor 2009

Taught Microsoft and CompTIA related courses to individuals interested in entering the IT career field.

ZEOCHEM, LLC – LOUISVILLE, KY

Network Administrator 2003 - 2008

Finalized the establishment of a separate IT Department utilizing a Windows Server-Client environment for the U.S. division of this medium sized International manufacturing company. Upgraded the environment from a Windows NT 4.0 to a Windows 2003 Server Active Directory Domain with the final migration to a Citrix MetaFrame environment. Developed IT usage policy, coordinated IT related tasks between US and Switzerland, managed external vendors who provided IT services, assisted with the IT budget formulation, selected and purchased IT related equipment. Assisted with the fullfilling the strategtic IT goals for the various departments.

Key Results:

* Managed the IT department by handling all day to day activities including establishing a budget requirement, vendor management and accomplishing business strategies.
* Came in below the $165,000 2007 IT budget by 4.3% by reducing spending through comparative vendor selections as well as decreasing IT expenses through the elimination of costly systems and practices.
* Conducted a comprehensive review of monthly IT expenses and identified a billing error that resulted in a $12,000 refund to the company.
* Coordinated the outsourcing of all IT support from the US to a third-party company located in Switzerland and implemented a Citrix environment.

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ACCESS TECHNOLOGIES - LOUISVILLE, KY

**Network Technician** 2003

Assisted in managing the day-to-day activities of a small PC retail and service business. Served as lead technician and directed the day to day activities of three technicians in addressing network and service related matters. Handled customer complaints and requests for service, both on-site and in-store and performed store manager duties in the absence of the owner.

***Key Results:***

* Assisted with the issuance of 700+ notebooks to every senior at a local private high school and administered the high school’s network and IT service needs.

BORDEN CHEMICAL, INC. - LOUISVILLE, KY

**Regional LAN Administrator** 1998 - 2003

**LAN Administrator** 1997 - 1998

**PC & Network Support Technician** 1996 - 1997

Initially hired to provide the LAN/WAN and PC support for this Fortune 500 chemical manufacturer. Within a year responsibilities expanded to include managing the telephone, security systems, and seven remote sites spanning the Southeast/Southwest regions including the indirect supervision of the assigned part-time LAN administrators. Further responsibilities included the management of all IT-related equipment and supply purchases. Also coordinated and managed external vendors, who provided IT related services.

Key Results:

* Orchestrated the relocation of the entire infrastructure of a corporate office.
* Worked with external vendors to move the phone equipment, T1 and ISDN data lines, new infrastructure and completed the transition seamlessly on time with no interruption to users.
* Maintained a SLA of 98% uptime for the networks of the seven supported sites.
* Coordinated 2 major equipment and SAP software rollouts or upgrades for the assigned sites.

IT Consulting – Louisville, KY

IT Consultant 2003 - 2008

Provided variety of IT services to various companies as an independent contractor and consultant.

Key Results:

* Designed, established and maintained the IT infrastructure of a small machine and tool company.

**United States Air Force** 1976 - 1993

Managed two separate departments, the Reports & Analysis Section and the Security Police Investigations department with supervisory responsibilities of up to 3 individuals. Performed management and supervisory duties for up to 15 individuals while performing duties as the Assistant Flight Chief.

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Education

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| STRAYER UNIVERSITY – LOUISVILLE, KY |

Bachelor of Science in Information Systems (BSIS) (Magna Cum Laude) 2008

Concentration in Homeland Security

WESTERN KENTUCKY UNIVERSITY – BOWLING GREEN, KY 1996

Associates of Applied Science in Automated Industrial Systems Technology

KENTUCKY ADVANCED TECHNICAL INSTITUTE – BOWLING GREEN, KY 1996

Diploma in Computer Applications Technology

Leadership and Management Training Courses

TECHNOLOGY SUMMARY

Certifications: Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP), CompTIA Security +, Network + and A+ Certifications

Applications: Compaq Insight Manager, Microsoft Project, Microsoft Office Products 2003 & 2007, Reflections, Citrix MetaFrame Client, WatchGuard & Sonicwall Firewalls, Crystal Reports, Reflections, AccuTerm, Windows Terminal Services 2003, Windows SharePoint 2003, Numerous ERP Software Packages, such as SAP, Movex, VAX & Ultimate Plus.

Systems: Various Windows O/S, both desktop and Servers, Blackberry Enterprise Server, Citrix MetaFrame Presentation Server 4.5 & HP UX.