

MARK GREENE

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OVERVIEW

A focused IT professional with over 20 years of experience. Areas of strength include:

- PC Hardware Installation
- Software/Applications
- Ethernet Network Topology
- Trainer/Facilitator
- Work as Team Player
- Desktop Support
- Customer Service
- Communication Skills
- Field Support
- Research Abilities

EDUCATION

Bachelor of Science Degree: Information Systems/Cyber Securities

2013

ITT Technical Institute, Tamp, FL

PROFESSIONAL EXPERIENCE

Technical Support (8/2013 – Now)

SmartSource, St. Petersburg, FL

Replaced system mother board in HP 6005 desktop at a local Chase branch in Riverview, FL.

Mortgage Affiliate Services (3/2013 – 8/2013)

Aerotek, Bank of America, Tampa, FL

Contracted for document (Final Title Policy, Deed of Trust, and Assignment of Mortgage) procurement project transferring select loans to a new servicer.

Document Reviewer (11/2012 – 12/2012)

JCIII & Associates, Tampa, FL

Collected or confirmed correct documents for CHASE portfolio servicer transfer.

Sr. Loan Processor (5/2012 – 10/2012)

CHASE, Tampa, FL

Coordinated refinance closings under "Super streamline" eligibility standards.

Business Analyst/Loss Mitigation Specialist (7/2010 – 5/2012)

CHASE, Tampa, FL

Analytic review of customer calls and loans for assurance of quality.

Team Lead (12/2007 – 12/2008)

Computer Generated Solutions, Tampa, FL

- Promoted from Desktop Support Agent in February of 2008.
- Team Lead/Manager of Honeywell, Unisys, and Bombardier Recreational Products (BRP) helpdesk support teams.
- Administrative support. (Managed payroll, attendance, matrix measurements to goal, etc.)
- Tier 2 and escalated call support.

Desktop Support Agent (9/2006 – 2/2007)

Computer Generated Solutions, Tampa, FL

- Remote helpdesk application tier 1 support role for Honeywell and Unisys employees.

Software Analyst (10/2005 – 5/2006)

Advanced System Design, Tallahassee, FL

- Contracted as tier 2 support liaison for Florida Department of Corrections.

- Developed knowledgebase files for common user issues with internal applications.

Desktop Deployment Technician (7/2005 – 8/2005)

BMC Solutions, Tallahassee, FL

- Contracted for deployment project updating City of Tallahassee department computers.
- Cloned new systems with standardized image.
- Configured printer and additional user network resources.

ADDITIONAL WORK EXPERIENCE INFORMATION

- Computer Systems Support
- Server Manager
- LAN/WAN Administrator
- Substitute Teacher
- Paraprofessional
- Pre-school Readiness Liaison

SPECIAL INTERESTS

Mercedes Benz Enthusiast, Reading, Public Speaking, Music, Traveling, Writing, and Sports.

REFERENCES

Promptly furnished upon request.