Mark L. Lintern

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Technical Skills

- Advanced Experience with HTML, Javascript, CSS, Ruby, JQuery, MySQL, Microsoft Office
- Intermediate level experience with PHP, Bash, C++, Python, Salt Stack.
- Limited experience with Microsoft Exchange, Bomgar, Kaseya, True Crypt, SQL, Mozy online backup, Mathematica, Backup Exec
- Operating System experience: XP, Vista, 7, MAC OS X, Windows Server, Linux Systems
- Altigen Phone System: 5.0 PBX, 5.2 PBX, 6.0, 6.5, along with programing IP 705, 710, and 720 phones

Professional Experience

Oracle Corporation, Indianapolis, IN

Senior Quality Assurance Engineer

February 2017 - Present

- Continuation of Quality Assurance Engineering role with additional responsibilites.
- Engineer and Implement code changes to assist with development team for minor bugs and design updates.
- Maintain Salt configuration scripts for development, test, qa, and production environments. As well as scripts for bootstrapping developers host machines.
- Served as a project manager. Tracked and reported on development projects to make sure deadlines where not missed.
- Lead Quality Assurance Engineer for a new Application Management Cloud Product (AMS) within the Oracle Cloud.
- Created and maintained anautomation testing suite for the AMS application written in Java run with Selendium Webdriver functionality.

Quality Assurance Engineer

January 2014 - February 2017

- Review and test new features and bug fix merge requests using a locally maintained development environment as well as our public facing test environment.
- Developed and maintain helper web app with functionalities that include network cloning, network population, and content scramble.
- Created and maintained anautomation testing suite for the Compendium application written in Ruby run with Selendium Webdriver functionality.
- Facilitated DNS, email, and website migration, during the Compendium acquisition by Oracle.

Compendium , Indianapolis, IN

Implementation Specialist

July 2012 - January 2014

- Implemented customer designs from Photoshop into HTML, CSS, Javascript, and JQuery in our template management tool.
- Wrote and execute content import and export scripts in PHP and Ruby using the Compendium Rest API.
- Planned and Executed the office move, which included designing and setup of wiring tower.
- Split Time between company Integrations, Implementation and Maintenance of Web Designs, and Product Support.
- Migrated support request system from Salesforce to a Zendesk Salesforce integration.
- Completed support requests via phone and email and tracked them with Zendesk.
- Maintain internal systems, new user setups, user laptop configuration and companywide network configuration.

Information Technologies Administrator

September 2010 - July 2012

- Configured and maintained internal Active Directory, DHCP, and DNS Services.
- Created a move plan for office equipment, phone system and network organization.
- Executed email migration from Microsoft Exchange Server to Google Apps.

- Maintained Bacula backup system then migrated it to Windows Backup once everyone switched to MAC.
- Built and maintained internal web server build on Cent OS and Apache 2.
- Migrated DNS and DHCP from Linux BIND and DHCP to Windows Server 2008 Native Applications.
- Upgrade and Maintained Samba Network Storage Server with OpenLDAP and Active Directory integration.
- Migrated Network Storage from Samba Server to Windows Server.

Qbase Inc., Beavercreek, OH

Support Desk Analyst II

November 2009 - September 2010

- Perform routine outbound maintenance and repairs for hardware and software when necessary.
- Implement and maintain security protocols companywide through group policy and third party software.
- Supported Altigen IP phone systems for managed companies as well as own internal phone network.
- Created and maintained backup solutions, both on-line as well as physical drives, onsite and remotely.
- Trained new employees to deal with common issues and software tools used.
- Work directly with the director of IT solutions.

Support Desk Analyst I

May 2008 - November 2009

- Performed remote, phone and email support using verbal instruction and remote software.
- Supported the various software, hardware and network issues of more than 300 companies.
- Managed servers, workstations, routers and switches for approximately 30 companies subscribing to the managed services opportunities provided by the support staff with a third party software.
- Performed virus control measures for both pre infection prevention as well as post infection removal.
- Utilized the connectwise support application to track user requests from trouble ticket generation to resolution.
- Hand built servers and workstations as well as installed hardware and software as requested by client.

Wittenberg Math Workshop

Tutor

August 2007 - May 2008

- Worked with students to improve their "Wittenberg Math Score", which was a prerequisite for math geared courses.
- Tutored students in Math classes ranging from beginning Algebra to Calculus II.
- Tutored students in Computer Science and Basic programming for introductory to programming courses taught in Python.

CFA Networks, Springfield, OH

Engineer / Help Desk Intern

May 2007 - August 2007

- Acted in a support role for clients local to the building who subscribed to ISP and Phone services.
- Rack mounted servers, switches, routers and cable management in the locally operated datacenter.
- Shadowed Outbound engineers on server migrations and other support calls and projects.
- Created instruction manuals for commonly used software by our customers.
- Ran cat5 cabling throughout the datacenter, as well as, punching them down and using testing equipment verified that each was correctly labeled and properly terminated.

Wittenberg Computing Solutions Center

Help Desk Phone Operator/ Student Installer

January 2005 - August 2007

- As part of a group, executed a campus wide operating system upgrade from Windows 2000 to Windows XP.
- Replaced malfunctioning hardware and resolved software issues on the more than 2000 campus computers.
- Performed Wittenberg preparation and virus removal as needed on Student PCs.

Professional Development

Delta Tau Delta Fraternity

- **Vice President**, was in charge of more than 10 committees which ran both internal and external functions of the fraternity including successful philanthropies and social events.

- **Treasurer**, constructed and solely managed a budget of more than $100,000 for the 2006-2007 academic school year which maintained rent, food, social events, committee funds, etc.

Personal Projects

Gems

- compendium-api: utilizes compendium api with easy function calls for ruby scripting. http://www.github.com/mlintern/compendium-api (http://www.github.com/mlintern/compendium-api)
- nretnil-password: easy password, passphrase and uuid generation. https://github.com/nretnilkram/nretnil-password (https://github.com/nretnilkram/nretnil-password)
- nretnil-fake-data: great for creating fake data such as names and dates. https://github.com/nretnilkram/nretnil-fake-data (https://github.com/nretnilkram/nretnil-fake-data)
- nretnil-utilites: a set of utilies which extends Array, Hash, String and Integer classes. https://github.com/nretnilkram/nretnil-utilities (https://github.com/nretnilkram/nretnil-utilities)
- nretnil-translate: a gem which translates text into Pig Latin or a simple scramble. https://github.com/nretnilkram/nretnil-translate (https://github.com/nretnilkram/nretnil-translate)

Personal Websites for pleasure and deveopmental purposes

- nretnil.com (http://www.nretnil.com), practical site of my commonly used online tools built with javasript and php.
- marklintern.com (http://www.marklintern.com), personal site with javascript functionality.
- app.nretnil.com (http://app.nretnil.com), ruby padrino app shell that handles account management, sessions, and authentication. Features include a curl generator and todo list.
- lintern.us (http://www.lintern.us), fun site with family photos displayed as if they are polarids on a cork board.
- sandybox.nretnil.com (http://sandybox.nretnil.com), html and javscript sandbox environment utilizing Ace Editor and Bootstrap.
- dice.nretnil.com (http://dice.nretnil.com), randomized results for numbers, letters, 6-sided dice values, or custom characters.

Full List - sites.nretnil.com (http://sites.nrentil.com)

Other

- Fontstrap: CSS/Javascript project combining Bootstrap and Fontawesome along with custom elemnents and script. https://nretnilkram.github.io/fontstrap (https://nretnilkram.github.io/fontstrap)

Education

Wittenberg University

Bachelor of Science - Computer Science

May 2008

Bachelor of Arts - Mathematics

May 2008