Mark L. Lintern
Computer Engineer

markllintern@gmail.com ✉
419 - 571 - 9960 📱
Indianapolis, IN, USA 📍
linkedin.com/in/mlintern in
github.com/mlintern git
github.com/nretnilkram git

Motivated Computer Engineer with 10+ years of SaaS experience and proven full stack skills from **HTML** to **DevOps**. Seeking a position that will allow me to push my abilities to the next level. I have developed many web applications in **Ruby** which enhanced and enabled faster testing processes. I am excited to be a valued, key contributor on a software engineering team.

SKILLS

Advanced: `Ruby` `MySQL` `HTML5` `CSS` `JavaScript` `JQuery` `Bash` `Git` `Jenkins` `Browserstack`

Intermediate: `PostgreSQL` `MongoDB` `Apache` `nginx` `Docker` `PHP` `VirtualBox` `Vagrant` `OracleDB` `C++` `Python` `Java` `TeamCity` `Backbone` `Kubernetes` `Code Linters` `Code Documetation` `Unit Testing`

Basic: `React` `Exchange` `Bomgar` `Kaseya` `True Crypt` `Mozy Online Backup` `Backup Exec` `Mathematica`

OS: `Windows OS` `MAC OS X` `Linux OS` `Windows Server`

WORK EXPERIENCE

Oracle Corporation / Compendium (Aquired January 2014)
September 2010 - March 2019

Senior Quality Assurance Engineer
February 2017 - March 2019   *Indianapolis, IN, USA*

- Continuation of previous Quality Assurance Engineering role with following additional responsibilities.
- Engineered and Implemented code changes to assist with development team for bugs and design updates.
- Maintained **Saltstack** configuration scripts for development, test, qa, and production environments. As well as **Bash** scripts for bootstrapping developers host machines.
- Served as Compendium's project manager. Tracked and reported progress throughout the agile process to assure deadlines were met.
- Lead Quality Assurance Engineer for the Oracle Marketing Cloud Framework application (AMS) within the Oracle Cloud.
- Created and maintained an automation testing suite for the OMC Framework application written in **Java** and **Selenium Webdriver** driven by **JUnit**, which executed as a **TeamCity** build on a regular schedule.
- Performed deployments of **Docker** containers to our OMC Framework QA environtment through a **Kubernetes** management software, Rancher.

Quality Assurance Engineer
January 2014 - February 2017   *Indianapolis, IN, USA*

- Reviewed and tested new features and bug fix merge requests using a locally maintained development environment and test environment.
- Developed and maintained **Ruby** web application with functionalities that include network cloning, network population, and content scrambler for the Compendium product.
- Created and maintained an automation testing suite for the Compendium application written in **Ruby** and **Selenium Webdriver** driven by **MiniTest**, which executed as a **Jenkins** job on a regular schedule.
- Facilitated migration of DNS, email, and website during the Compendium acquisition by Oracle.

Implementation Specialist
July 2012 - January 2014   *Indianapolis, IN, USA*

- Implementated 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 **HTML** designs, and Product Support.
- Migrated customer support request system from Salesforce to a Zendesk Salesforce integration.
- Resolved customer support requests via phone and email and tracked them with Zendesk.
- Maintained internal systems, new user setups, user laptop configuration and company-wide network configuration.

Information Technologies Administrator

September 2010 - July 2012   *Indianapolis, IN, USA*

- Configured and maintained internal Active Directory, DHCP, and DNS Services.
- Created and executed a moving plan for office equipment, phone system and network.
- Planned and executed successful email migration from **Microsoft Exchange** internal server to Google Apps.
- Maintained Bacula backup system then migrated it to Windows Backup once everyone switched to MAC.
- Built and maintained internal web servers build on Cent OS and Apache.
- Migrated DNS and DHCP from Linux BIND and DHCP to Windows Server 2008 Native Applications.
- Upgraded and maintained Samba Network Storage Server with OpenLDAP and Active Directory integration.

Qbase Inc.   *May 2008 - September 2010*

Support Desk Analyst II

November 2009 - September 2010   *Beavercreek, OH, USA*

- Performed routine outbound maintenance and repairs for hardware and software when necessary.
- Implemented and maintained security protocols company wide 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 how to deal with common issues and software tools used within the company.
- Worked directly with the director of IT solutions.

Support Desk Analyst I

May 2008 - November 2009   *Beavercreek, OH, USA*

- Performed remote, phone and email support using verbal instruction and remote control 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.

PERSONAL PROJECTS

Ruby Gems

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

Personal Websites / Apps for pleasure and assistance in development

- nretnil.com, practical site of my commonly used online tools built primarily with **JavaScript** and **PHP**.
- marklintern.com, personal site.
- app.nretnil.com, **Ruby** Padrino App that handles account management, sessions, and authentication.
- lintern.us, fun site with family photos displayed as if they are polarids on a cork board.
- sandybox.nretnil.com, **HTML** and **JavaScript** sandbox environment utilizing the JavaScript Ace Editor.
- dice.nretnil.com, randomized results for numbers, letters, 6-sided dice values, or custom characters.

JavaScript / CSS Projects

- Fontstrap: **CSS/JavaScript** project combining Bootstrap and Fontawesome along with custom features and scripts. https://nretnilkram.github.io/fontstrap

EDUCATION

Wittenberg University

August 2004 - May 2008   *Springfield, OH, USA*

- Bachelor of Science - Computer Science
- Bachelor of Arts - Mathematics