

# Mark L. Lintern

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## Technical Skills

- Advanced Experience with HTML, Javascript, CSS, JQuery Microsoft Office 2003, 2007, 2010
- Intermediate experience with Ruby, Bash, MySql, Microsoft Exchange, Bomgar, Kaseya, True Crypt, C++
- Entry level experience with PHP, SQL, Visual Basic, Mozy online backup, and Mathematica, Backup Exec
- Operating System experience: XP, Vista, 7, MAC OS X, Server 2003, Server 2008, Linux Systems (Cent OS, Fedora, yum packaging 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, Indianapolis, IN

Quality Assurance Engineer

January 2014 - Present

- Assisted with DNS, Mail, and Website migration, as a result of the Compendium Acquisition
- Reviewed and tested new feature and bug fix pull requests using a locally maintained development environment and public facing test environment.
- Created and maintained testing automation for the compendium application Selendium Webdriver and Ruby on a Selenium grid of Linux and Windows machines.

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 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.

## 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.

## Wittenberg Math Workshop

### Help Desk Phone Operator/ Student Installer

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.

## 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 \$103,000 for the 2006-2007 academic school year which maintained rent, food, social events, committee funds, etc.

## Projects

### Gems

- Built and maintained Ruby gem for interacting with the Compendium API. <http://www.github.com/mlintern/compendium-api>

## Personal Websites

- [nretnil.com](http://nretnil.com), practical site of my commonly used online tools.
- [marklintern.com](http://marklintern.com), personal site that allows me to test different technologies.
- [lintern.us](http://lintern.us), fun site with family photos displayed as if they are on a cork board.
- [sandybox.nretnil.com](http://sandybox.nretnil.com), html and javascript sandbox environment.
- [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.nretnil.com)

## Education

### Wittenberg University

Bachelor of Science - Computer Science

May 2008

Bachelor of Arts - Mathematics

May 2008