Mark L. Lintern

60 W. Whittier Ave. Suite 5 Fairborn, OH 45324
(419) 571-9960
markllintern@gmail.com

Computer/Technical Skills:
- Advanced Experience with Microsoft Office 2003, 2007, 2010, as well as Backup Exec
- Intermediate experience with Microsoft Exchange, Bomgar, Kaseya, True Crypt, C++
- Entry level experience with SQL, Visual Basic, Mozy online backup, and Mathematica
- Operating System experience: XP, Vista, 7, MAC OS X, Server 2003, Server 2008
- Altigen Phone System: 5.0 PBX, 5.2 PBX, 6.0, 6.5, along with programing IP 705, 710, and 720 phones

PROFESSIONAL EXPERIENCE

Qbase Inc., Beavercreek, OH

Support Desk Analyst II   11/09-current
- 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
- Support IP phone systems for managed companies as well as own internal phone network
- Maintain and create backup solutions, both on-line as well as physical drives, onsite and remotely
- Train new employees to deal with common issues as well as working with the software tools used daily
- Work directly with the director of IT solution

Support Desk Analyst I   05/08-11/09
- 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
- Utilizes support applications to track user requests from trouble ticket generation to resolution
- Built servers and workstations by installing hardware and software as requested by client

CFA Networks, Springfield, OH

Engineer / Help Desk Intern   05/07-08/07
- Acted in a support role for clients local to the building who subscribed to ISP and Phone services.
- Installed servers, switches, routers and cable management in racks for internal and customer use
- Shadowed Outbound engineers on server migrations and other common support calls
- Created simple instruction manuals for software commonly used by our customers
- Physically ran cat5 cables throughout the datacenter which hosts server storage punching them down at both ends and using testing equipment verified that each was correctly labeled and properly terminated

Wittenberg Computing Solutions Center

Help Desk Phone Operator/ Student Installer   01/05-08/07
- Participated in a campus wide operating system upgrade from Windows 2000 to Windows XP
- Replaced malfunctioning hardware and fixed software issues for the more than 2000 campus computers
- Performed preparation and virus removal tasks on Student's PCs

Wittenberg Math Workshop

Tutor   08/07-05/08
- Worked with student to improve their math score which was a prerequisite for math geared courses
- Tutored students in classes ranging from beginning Algebra to Calculus II
- Tutored students in Basic programming for the introduciton 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

EDUCATION

Wittenberg University, Springfield, OH
B.S. Computer Science   May 2008
B.A. Mathematics   May 2008