

# 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

January 2014 - Present

- Review and test new features and bug fix merge requests using a locally maintained development environment as well as our public facing test environment.
- Implement code changes to assist development team for minor bugs and design updates.
- Developed and maintain helper web app with functionalities that include network cloning, network population, and content scramble.
- Created and maintain an automation testing suite for the Compendium application written in Ruby running Selenium Webdriver functionality.
- Maintain Salt configuration scripts for development, test, qa, and production environments. As well as scripts for bootstrapping developers host machines.
- 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 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.

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-utlilites: a set of utlilies which extends Array, Hash, String and Integer classes. <https://github.com/nretnilkram/nretnil-utlilies> (<https://github.com/nretnilkram/nretnil-utlilies>)
- 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 and curl generator and todo list.
- lintern.us (<http://www.lintern.us>), fun site with family photos displayed as if they are on a cork board.
- sandbox.nretnil.com (<http://sandbox.nretnil.com>), html and javascript 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.nretnil.com) (<http://sites.nretnil.com>)

Education

Wittenberg University

Bachelor of Science - Computer Science

May 2008

Bachelor of Arts - Mathematics

May 2008