

Resume of Mark Evans

Mark Evans, Talented IT Professional – Technical Support, Technical Writing, Project Mgmt, Engineer, Support, Sales, Training, Telecom

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Full Length Resume in Word or Adobe format may be downloaded here: <http://mevans.info/>

CAREER OBJECTIVE: I am a Talented IT Professional with 13 years of Diverse Experience. seeking a position in “any” industry with a company that can appreciate a candidate with a “can-do” attitude and has a strong desire and interest in a Multi-Tasked and Talented Professional who is Solution-Oriented, Challenge-Driven, Team-Spirited, and able to work alone as well as with a team, with the ability to learn new tasks at an accelerated pace.

I am in search of an organization where I can utilize my experience helping evolve a young company or maintain a mature organization. With ever-changing technologies and a constant fluctuating market where success depends on skill, discernment, and leadership, I am sure to be an asset to any organization.

STRENGTHS:

Demonstrated Project Management and Engineer\Technical Support experience over the last 11+ years.

- Excellent verbal and written customer service skills
- Very organized and able to handle multiple tasks`
- Able to work in a team environment
- Steady work pace
- Exceptional problem solving skills.
- Training\Educator
- Able to support most Software Apps
- Software\Hardware Support
- Possess 3rd Lvl Support experience
- Strong Communication skills.
- Strong work ethic

TECHNICAL EXPERIENCE:

Operating Environments\System: 2003 Server, 2000 Server, 2000 Workstation, Windows XP, NT Server, NT workstation, Windows 98, Windows 95, Windows 3.1, DOS 6.X, Banyan Vines, Novel NetWare.

Mainframe and Midrange support.

Software: Remedy, Office 2000, Adobe, ENS MT Management Software, Extra Personal Client, etc.

Internet: Microsoft Internet Explorer, Netscape, FireFox, Opera, and others.

Email Software: MS Outlook, MS Exchange, Open Mail, Banyan Mail, and BeyondMail

Programming: Windows Interface Language, Batch programming, and a little Visual Basic on the design side.

Remote Software: SMS, PC Anywhere, Remote Desktop32

Design: Adobe Illustrator and Photoshop, Dreamweaver, Flash, Coffee Cup Software, HTML, DHTML, JavaScript

HARDWARE

Printers: Laser ‘All-in-One - HP, Canon, IBM / Inkjet and Small Lasers: Most other popular brands.

Routers/Switches: Cisco

WORK EXPERIENCE:

April 1997 to Present

I have worked the last 13 years in both IT and Telecom Technical Support Roles. These roles have included:

IT Technical Support - Help Desk Analyst, Desktop Support, System/Server Administration, Network Administration.

Functional Roles:

Install, Configure, Troubleshoot and Service/Repair of:

- Windows Computers
- Routers
- Windows Servers
- Windows Networks
- Routers
- Printers
- Kiosks

Additional:

Technical Writing of *Technical Manuals, Procedures and Policies.*

Telecom Technical Support – Network Provisioning, DS1/DS3 Test/Turn-up and DSL Network Surveillance and Support.

- Provisioned DS1 and DS0 Level Circuit orders for Sprint Business Customers.
- Built the Backbone facilities between the Sprint Link drop and the drop to the Local Loop.
- Followed up with the LEC and meet point LEC's/ICO's to insure exchange and firm order commitment dates.
- Troubleshoot and Resolve Layer 2 ATM Traffic between DSLAM and Customer NID.
- Test and Turn-up of DS1s and DS3s.

Technical Management

Computer Rollouts – (i.e. IRS, Social Security, Insurance Companies)

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