

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

913-207-6622

msevans7@att.net

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 10+ 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\Systems: 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

WORK EXPERIENCE:

Self-Employed (1099 Contractor)

Barrister Global Services

July 2008 – Present

IT Support Professional

- Service calls to Commercial clients – (i.e., printers, computers, routers, networking)
- Break/Fix issues for HP Instant Print Equipment at Wal-marts
- PM2000 Printer install, troubleshoot, repair and configurations
- Kiosk (Input station) install, troubleshoot, repair and configurations (XP O/S)
- HP Warranty work.

Sprint (Contractor for CorTech)

Oct. 2007 – July 2008

Provisioner Specialist II

- Provisioned DS1 and DS0 Level Circuit orders for Sprint Business Customers.
- Responsible for the provisioning and creation of the ASR which is sent to the LEC.
- Communicated with the various LEC's the ASR was sent to, to request an FOC date indicating when they would complete the local loop.
- 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.

R.H. Donnelley (Contracted through Advantage Human Resourcing, Phoenix Arizona)

March 2007 to Sept. 2007

Technical Representative/Specialist – Client Technologies

- Responsible for the support and maintenance of all company computer, printer, and peripheral equipment. Configured, installed, monitored and maintained IT users' desktop software and hardware both for on site and mobile workforce. Provided consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software. Provided site-related support for network technical problems and performance issues.
- Responsible for documenting solutions to problems and developing end-user guidelines. At times provided on-site training to users. Evaluated, maintained, modified (e.g., creates macros, templates) and documents desktop application packages, participated in the testing and evaluation of new desktop packages and implemented prototypes. Consulted with and made recommendations to IT users on selection of hardware and software products to address business requirements.

Primary Roles and Responsibilities:

- Provided maintenance and support for moderately complex to complex client products
- Worked on one or more projects concurrently as a project team member
- At times, coached more junior technical staff
- Perform Inventory and Asset Management, Server backups/Tape Swaps
- Work closely with all IT depts. in every region, in a phone conference each week and via email, to provide company-wide IT solutions.

R.H. Donnelley (Contracted with Advantage Human Resourcing, Phoenix Arizona)

Embarq (formerly Sprint Local division)

Sept. 2005 to March 2007

NOC Technical Analyst II

Working in the BMC (Broadband Maintenance Center) I troubleshooted DSL equip. (DSLAM'S, DLC'S)

Took calls from DSL techs that are experiencing difficulties in the field on a DSL trouble call. All calls that cannot be resolved by all other DSL Technical groups send a ticket to the BMC queue to be worked by our group.

- My primary role and responsibility in the BMC is to resolve layer 2 ATM traffic issues between the DSLAM and the customer NID.
- I am required to:
- Troubleshoot Layer 2 ATM traffic, Provision customers, when necessary, onto new ports whenever I have determined the port to be bad, re-provision misprovisioned/missing cross-connects due to a mistake made in the SPC (service provisioning center) or by SODS (an automated system for provisioning new customers).
- Regular troubleshooting required digital line status of DSL cards/ports, bouncing DSL port, provisioning cross connects and customer ports in DSLAMs/DLCs of several different platforms that are located in the 18 state area of EMBARQ that range from remote devices to elements located in a manned or unmanned Central Office.

Special Projects: Technical Writing – Worked with a team of two other individuals to Create a Troubleshooting Manual for the BMC NOC which represented all of the platforms mentioned below as well as a Manual for Policies regarding Roles & Responsibilities as it related to Troubleshooting and Escalation. I also created a Web site so that all documentation created by either myself or others could be searched.

Platforms/DSL Switches: Marconi MX, Copper, FTTL; AFC UMC 1000; Adtran TA3000, 1248, 1148; Lucent Stinger, MRT, MR2; FTTC; Fiber Path; Calix; Alcatel ASAM, Alcatel Litespan.

Applications: RWPS tool (for inquiring and adding/deleting cust profiles in Redback), WebPro (for retrieving CLAS records on customer), and Remote Access (for retrieving DSLAM/DLC and Redback port information).

Sprint LD (Act 1, Contractor)

Feb. 2005 to Sept 2005

Network Operations Specialist 1, Transport Service Delivery

- Performed Troubleshooting, Test, and Turnup of DS3 Wireless Circuits.
- Perform remote testing on Wireless DS3/DS1circuits. Perform software Cross Connects in the Wideband/Narrowband Digital Cross Connect
- Troubleshoot testing issues with the LEC and /or internal organizations. Manage daily assigned workload to ensure critical dates are met.
- Retrieve and update FMS/FACTS comments and records as part of the DS1 install process.

Knowledge gained from and utilized in this position:

Knowledge of FMS, FACTS, REACT Software.

Knowledge of Wideband and Narrowband DCCS provisioning to include TL1 language.
Good oral and written communication skills. The ability to work closely with others in a team environment.
T1 circuit testing and troubleshooting experience. Basic knowledge of DS1 and DS3 theory.
Managing communications with internal and external organizations.
Ability to listen and learn quickly from others.

Midwest Computer Service

July 2001 to June 2004

Owner\Computer Technician

- Providing Technical Support for local small businesses.
- **Technical Writing** - Created various Manuals for Client Businesses (i.e., Educational, Products, Installation & Configuration) Responsible for standards and maintaining all documentation. This position required attention to detail and the analytical processes required to communicate at different levels of those who would read the material developed. Required the ability to influence Business Clients to accept the purchase, use, and continued maintenance of product documentation.
- Provide Troubleshooting, Repair, Maintenance and Configuration of new or existing Computer Systems or Networks.
- Sale and Install Custom Built Computers.

TechAid (TAC Worldwide companies) – Contractor, Rep. for Compaq

June 2001

Technical Writing – Produced a manual for Installation & Configuration with a Troubleshooting Index in the back. Also wrote the policies and procedures required for this project.

- Project Manager and Lead Technician in a Computer Rollout for the Social Security Administration (SSA) managing 8 Technicians directly under me and several employees of the Social Security Administration for this project.
- Acted as Liaison between the SSA and Compaq.
- Technical Writing of Install and Configure Procedure.
- Coordinated and Managed the Project of Backing up data, De-installing the old computer, installing the new computer and monitor, Restoring data from Backup and doing a Quality Check on the O\S and SSA Applications.
- Responsible for 7 Technicians and Installers with Troubleshooting & Resolving Technical issues that arose during the project such as:
 - Primary person responsible for Computer Rollout from Start to Completion.
 - Error Messages resulting from O\S, Backup and Restore procedure or applications.
 - Problems getting the computer on the Token-Ring Network.
 - Problem NT Workstation Images pre-loaded by Compaq for SSA
 - Answering Questions and Troubleshooting problems the SSA's Quality Control Team encountered during their QC Check of the SSA Applications and Data that had been restored.
 - Administered the NT File Server on site while leading this project to correct any network issues with computer profiles, Account Lockouts, etc.
 - Tested Software programs to insure proper functionality of the program(s).
 - Printer Troubleshooting and Repair with with 5N and LaserJet 4000 printers.

Kelly IT & Engineering Resources (For Sprint United -Contract)

Jan. 2001

Lead IT Support Technician - Contractor

- Managed and Provided IT Technical support for appr. 400 people that I was assigned to.
- Troubleshooted Windows O\S (NT Workstation, Win 95), Microsoft products and business related software.
- Provided both Software and Hardware support.
- Installed & Configured Software both at desktop as well as remotely.
- Performed Printer Troubleshooting (mostly for HP Network printers)
- Used SMS to remotely troubleshoot, repair and distribute software.
- Used Norton Ghost for installing NT images on workstations and for backups.
- Printer troubleshooting and Repair with 5N and LaserJet 4000 printers.

TechAid (For Yellow Freight, Inc.)

Oct. 2000 - Jan. 2001

Site Lead\Desktop Engineer\Helpdesk Support – Contractor

Technical Writing – Produced Troubleshooting methods and scenarios as well as documentation for server locations and paths to various software and other manuals.

- Responsible for 7 other technicians and providing solutions for technical support issues.
- Technical Writing of all “Install and Configuration” Manuals.
- Provided phone support whenever possible. Approximately 15% of the time.
- Performed Software\Hardware Installs, configuration and troubleshooting.
- Supporting Windows 2000, NT and 95 O\’s.
- Built Domain Accounts and Created user profiles using 2000 Server.
- Supported all Major Microsoft applications as well as 3rd party business apps.
- Administered 2000 Member server in our lab.
- Used Norton Ghost extensively for installing NT images on workstations and for backups.
- Used "Remote Desktop 32" for remotely working on PC's and distributing software; Is very similar to SMS.
- Tested Software programs installed to insure it's proper functionality, reported bugs and worked with the programmers to find resolutions.
- Printer Troubleshooting and Repair with 5N and LaserJet 4000 printers.

PDA Software Services, INC.

Aug. 2000- October 2000

Technical Support Specialist

- Provided Technical Desktop Support for Software Developers.
- Technical Writing of “Install and Configuration” Manuals.
- Supervised Individuals through procedures they were unfamiliar with.
- Researching and Finding Solutions.
- PC building, hardware\software installation, configuration, and troubleshooting
- Supporting Windows 2000, NT, 98, 95 O\’s
- Business applications installation and support
- Installed and Configured NT Server on 25 machines for PDA Client: State of Minnesota.
- Administered NT Application, File & Print servers.
- Making and Installing Cat 5 Network cabling to workstations from network hubs panel board and servers.
- Used Norton Ghost extensively for installing NT images on workstations and for backups.
- Tested Software programs on all O\’s to insure functionality of programs designed and developed by PDA ; reported all bugs with the program and worked with the various development teams to fix and resolve problems.

Midwest Computer Services

March 2000-June 2000

Owner\Computer-Network Technician

- Managed and Designed Projects and Solutions for area small businesses.
- Made Residential & Business service calls for hardware\software issues.
- Installed and repaired software.
- Installed & replaced PC hardware
- Made Business service calls for computer\network related issues.
- Provided network support for local area businesses.
- Implemented small business networks.

Kelly IT Services (For Black&Veatch - Contractor)

Dec. 1999 - March 2000

PC Support Tech\Help Desk – Contractor (Regional Office Support)

- First, began helping with Y2K Remediation than worked with the Regional Office Support team providing Helpdesk\Phone Support to field offices and engineers.
- Provided hardware\software support to Black&Veatch employees worldwide.
- Responsible for troubleshooting computer issues that were not resolved by BVSG Helpdesk.
- Provided both phone support for software issues and troubleshooted and fixed hardware issues of computers that had to be sent back to us for service.
- Normal procedure was as follows:
- Research the issue, if further research is needed. Utilized Technet, MS knowledgebase, Internet, personal notes and intellectual properties.
- Called user and walked user through troubleshooting methods. If was determined a software issue, appropriate actions were taken to fix the problem.

- If determined was a hardware issue or major software issue PC was sent back to us for further evaluation and service. The reason for this was that most of the company's employees were employees at sites such as: nuclear/water power plants, etc., and did not have an onsite desktop technician at their locale to resolve the issue.
- Our group was the last "tier" for support. We owned the problem until resolution. For this reason, it was our primary responsibility to make the appropriate decisions, in regards to the computer issue, and perform the necessary procedures within a timely matter.
- Used SMS for remotely troubleshooting, repair and distribution of software.

Kelly IT & Engineering Services (For Sprint LDD - Contractor)

Oct. 1999 - Dec. 1999

Systems Integrator\NT Administrator (Desktop Systems Integration and Support\DSID)

- Systems Integration, NT administration, Testing, Technical Support, Solution Provider
- Tested all Software packages that departments wanted to use with NT Workstation to insure it's functionality with the NT Operating System and acted as Liaison with Software Companies to resolve issues with its use in the NT Environment.
- Technical Writing of "Testing Procedures for NT Compatibility", "Install and "Configuration" Manuals.
- Administered NT Server in our dept. (team effort)
- Managed user resources.
- Created\Deleted\Added user profiles.
- Administered share permissions for user's and groups.
- Administered NTFS Permissions for users\groups.
- Managed printer connectivity\spooling and fax services from NT Server.
- Responsible for customizing and building NT for departmental needs for Sprint nationwide.
- Personally responsible for burning the images for stock and mailing out images in order to fulfill image requests by departments.
- Responsible for processing Image Requests from our intranet site and entering into MS Access database.
- Worked in a lab environment where I was responsible for testing and researching the newest of software releases and their functionality with NT.
- Tested all software that departments were interested in using, before it was approved and sanctioned to be put d on an NT image.
- Learned enough of a programming language, in two weeks time, to produce a couple of small programs to be used for both the newly revised NT image and other testing purposes.
- Provided Tier 3 Desktop and Phone Support for tickets that went Unresolved via 1st and 2nd level Helpdesk support.
- Aided desktop technicians whenever needed.
- Worked with both hardware and software in the lab.
- Setup computers for depts. and installed hardware peripherals on occasion.
- Used Ghost extensively for installing NT images.

RCM Technologies (For Sprint PCS - Contractor)

Jan. 1999 - Aug. 1999

Systems Support Analyst

- Provide Technical Support for approximately 12,000 different Sprint PCS employees Nationwide.
- Support and Troubleshoot Windows 95 and NT Workstation 4.0 Operating Environment\System and Microsoft related products.
- Troubleshooted software and hardware problems for the following PC types: Dell, Compaq Pro, Toshiba Laptops 410, 420, 430, 550, Techra 8000.
- Responsible for configuring Win95 and NT Workstation to the Network.
- Used SMS for Remote Desktop Control in troubleshooting, repair and software distribution.

Performed the following Software Installations: Remedy 4.01, Internet Explorer 3.02 & 4.01, Exchange Clients 4.0 & 5.0, Outlook 98, Office 95 & 97, Adobe Acrobat, Windows 95 & NT Workstation and many other Software Programs from the Network Install tab and Server Locations in which we were given access to.

Wrote Batch file programs for Window fixes that were sent to users and administered on their machine(s).

Product Support includes, but is not limited to: Windows 95\NT Workstation O\S's, Internet Explorer 3.02, Internet Explorer 4.01, Outlook 98, Exchange 4.0 & 5.0, Office 95 & 97.

Products Used: Remedy 4.01, SMS administrator Plus, User Manager, Office 95 & 97, Internet Explorer 4.01, MS Technet KB, HP JetAdmin, McAfee Virus Scan, Norton Utilities, Adobe Acrobat.

Manpower Technical (For Internal Revenue Service (IRS) - CONTRACTOR)

Dec. 1998 - Jan. 1999

Project Manager\Site Lead\Desktop Technician

- Scripted and Configured all 1500 NT Workstation 4.0 Service Pack4 images to IRS's Novel Network.
- Performed Hardware Upgrade and cleaning on approximately 1500 IBM PC's
- Upgraded NT Workstation 4.0 Service Pack3 to Service Pack4. New NT Image was downloaded utilizing NORTON GHOSTING technique (Norton "Ghost 5.1") and configured for Network connectivity at each individual workstation.

Manpower Technical (For Citibank Citicorp, Inc. - Contractor)

Nov. 1998 - Dec. 1998

System Administrator\Desktop Technician

- Performed an NT Rollout; upgrading all computers from Win 3.1 to NT Workstation for Corporate office of collections. Apr. 500 Pc's.
- Installed all NT O/S's using NORTON GHOST. Performing appr. 20 workstations at a time.
- Installed and configured all new software and hardware for each workstation and upgraded memory.
- Responsible for performing all System Administrator functions: Configured NT Workstation for Local Area Network, Setup User Accounts for Novel Network, Installed appropriate printer drivers, Mapped Network drives, allocated User folders on Network, Troubleshoot Network sign-on problems and instructed users on initial sign-on to Network.

Manpower Technical (For Allstate Insurance - Contractor)

Oct. 1998

Project Manager\Lead Computer Tech.

- Led and performed a laptop upgrade of all agents' laptops for Allstate Insurance.
- Uploaded all personal files from old laptops to Sparq drives utilizing batch-written boot disks.
- Installed and configured any and all new software for new laptops.
- Conducted tests on all new laptops for viruses, modem functionality and surface errors on hard disk.
- After completion of tests ran, downloaded all personal agent files onto new laptop and assigned it.
- Performed all administrative tasks involved such as: Asset tracking forms, Damage inventory, test completion forms, Fed-ex and faxing of all copies to appropriate parties including all return laptops to IBM etc.

Tech Systems (Sprint United - Contractor)

May1998 - Oct.1998

Helpdesk Analyst

- Troubleshooted and provided Software/Systems support for Sprint United LTD employees
- Nationwide. This support engaged troubleshooting for all Mainframe, Midrange and Desktop Systems.
- Installed and configured new software for NT Workstations.
- Changed System passwords
- Performed and applied System Administrative privileges\commands\utilities given to our helpdesk for Mainframe, Midrange, LAN Security and Systems\Printer control.
- Reset Accesses and functionality to particular areas of the Mainframe and Midrange Systems.
- Provided 1st and 2nd line support for all Systems, Applications, and Operating Systems for
- All of Sprint United regions as well as some Long Distance services.
- Overall average call answer time; 100% of all calls within 60 seconds.
- 60-90% Resolution rate. For all calls that were unique, I was responsible for transferring
- to the appropriate technical group.
- Controlled activity to Printer, Router, Line, Workstation Nodes, and Mainframe sessions.
- Responsible for the documenting/dispatching of Electronic tickets of all calls taken.

Systems/Applications: **JES,IMS, TSO, CICS, DB2,FOCUS, PEOPLESOFT, ARMS, ARBS, NETVIEW, MYSTIQ, EXTRA PERSONAL OFFICE CLIENT, TONES, CIRAS, SPICE, and many other software applications/systems.**

Internet/Intranet Software: **Netscape, Internet Explorer**

Dial-up Software: **Ascend, RLS**

Operating Systems\Environments: **NT workstation, Windows 95, Windows 3.1, OS 2**

MIS International, Inc.

April 1997-May 1998

PC technician\Phone Support Analyst

- Provided Technical Support for LAN of 30 PC's. Also provided "telephone" support for Dallas office.
- Installed and configured new on the network.
- Installed and configured new software and backed up vital server information to off-line Storage.
- Responsible for 1st line problem resolution.
- Answer support calls and logs cases that come into the Help Desk.
- Answer questions regarding system procedures, on-line transactions, system status and downtimes.
- Troubleshoot software & hardware problems.
- Stay informed of all changes to the operating systems that affect company.
- Relay any request for assistance that is outside the scope of the Help Desk to the appropriate person.
- Change system passwords.

COMMENTS: "When results are at stake, it brings out Mark's drive for success. His dedication to pursue everyday challenges reflects his approach to winning. He will utilize the tools necessary to succeed. Mark is usually known for his ability to tackle tough problems and bring them to a successful conclusion. He is very resourceful when faced with challenges."

- Target Training
International, Inc.

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

EDUCATION: B.S. Computer Information Technology

SPRINT University of Excellence: Multiple Telecom related courses.

CERTIFICATIONS: **MCP, A+ Knowledgeable, Dell Workstations**