

MARK LINDY

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To grow my business to a Fortune 500 status and use that money for a improvement to expand the knowledge of my family and children and grandchildren to benefit the Glory of God.

WORK EXPERIENCE

Chief Executive Officer (CEO), Secure Infrastructure Specialist

11/2009 to Present

Digital One Technology

3008 Memorial Avenue Lynchburg, VA 24501

As a Secure Infrastructure Specialist, I perform the following tasks:

- Provide on-site and remote supports for computer workstations, printers, peripherals, and teleconferencing equipment. In this position, you are expected to poses exceptional communication skills, technical, and analytical skills.
- Demonstrate experience in resolving technical client support in a service desk setting, ability to perform technical troubleshooting and provide data analysis to determine root causes of application issues.
- Work closely with other members of the company to remediate reported client issues in a timely and professional manner.
- Be knowledgeable of all products and expected to be a contributor to new product features and product testing.
- Troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide in-person, hands-on assistance at the desktop level.
- Provide coaching and review work of junior level staff assigned at the same customer location.
- Manage unassigned tickets in Service Now queue, assigning to the technicians as necessary.
- Manage team s ticket queue using dashboards/reports in ServiceNow. Ensuring everyone has a fairly even number of tickets to work on, no one is overloaded with work taking into consideration tickets that can be worked remotely Assigning to an external building tech if they can assist.
- Reviewing each of the technician s tickets to ensure they are following CMS SLA requirements: updating tickets daily, reaching out to users daily, changing ticket state when necessary, following proper closing notes, attaching KBAs as necessary, etc.
- Attending additional meetings with management and the OIT department of the customer, CMS. Collaborate with the customer directly for the most effective method to discuss ticket questions/concerns.
- Assisting technicians with any questions/concerns they might have. Taking into consideration any feedback provided about guidelines and processes that Tier 2 utilizes, or about the team in general. Providing that information to management.
- Becoming the direct point of contact for management to address any questions/concerns with any of the technicians. Management requests for a particular technician or team will be addressed by the lead technician of the team. Lead technicians will also address escalation as soon as possible and work alongside technicians on the team to complete or resolve.
- Meet with other lead technicians to discuss questions and concerns. If a lead technician believes something needs to be addressed for a particular technician, they will speak directly to that technician s lead.
- Helping technicians with their own INC/RITM tickets as necessary if they request assistance or cannot perform

- them.
- If there is a mistake made by a particular technician, the team lead should address concerns with customer and resolve. If the user is particularly upset, the lead should work with the technician to de-escalate the situation and fix any issues. Speak to the technician afterwards and instruct them on how to do this properly next time to avoid any unsatisfied users.
- Leads need to utilize Jira cards and work with technicians to ensure cards are updated for better communication or task tracking.
- Mentoring technicians to help with learning more effective troubleshooting techniques/tools, ticket management, time management and customer service.
- Approving technician s timesheets entered in Deltek, allowing or denying REG, OT, PTO and Holiday hours entered.
- Approving technician s requests for late arrivals, early dismissals and vacation.
- Approving or denying technician s expense reports in Concur for any expenses the technicians have endured and are requesting reimbursement.
- Assist with improving communications by providing constructive feedback during meetings.
- Works individually, actively participates on integrated teams, and may also lead a task, project or team.
- Responsible for investigating various computer hardware and software issues independently, with the assistance of peers, vendors, and manufacturer support.
- Develop new concepts and processes.
- Analyzes root causes and resolves issues.
- Improve the flow of communication by providing management with information based feedback from the team.
- Improve the flow of communication by providing the team with information based feedback from management.
- Provide primary technology support and training for building and district administrative, educational, and support staff via phone, email, or in-person and escalate issues as necessary.
- Install, configure, troubleshoot, repair, and test a variety of technology equipment in a multi-vendor environment to include but not limited to computer workstations, printers, peripherals, and teleconferencing equipment.
- Field incoming help requests from end users via service requests but as required also telephone and e-mail in a courteous manner and provide assistance in person as well as remotely.
- Document all pertinent end user identification information, including name, location, contact information, and nature of problem or issue within ITSM tool in the near real-time manner.
- Use logic and skills/training to properly perform hardware & software troubleshooting.
- Resolve issues quickly, and maintain a high level of end-user confidence.
- Perform software and hardware upgrades & repairs to existing equipment using current processes and provide recommendations for improvements.
- Train users on the proper use of hardware, software, and mobile devices.
- Monitor Backups and take appropriate corrective action whenever necessary.
- Monitor end user asset performance and take appropriate proactive corrective action whenever necessary.
- Generates, updates, and maintains technical support documentation and tools.
- Serves as key contact point (liaison) between Tier 1, and Tier 3 (Development).
- Identifies potential problems and understands when problems exist without being prompted.
- Works individually, actively participates on integrated teams, and may also lead a task, project or team.
- Responsible for investigating various computer hardware and software issues independently, with the assistance of peers, vendors, and manufacturer support.
- Develop new concepts and processes.
- Analyzes root causes and resolves issues.
- Supports more junior level technicians and specialists in their activities.
- Ability to work after hours or weekends on an as needed basis to provide support which includes the ability to

- be on-call for emergency support.

A Secure Infrastructure Specialist must possess the following knowledge, skills, abilities, and competencies:

- Experience installing, configuring, and troubleshooting hardware, software, and peripherals.
- Experience working in a mixed-platform environment.
- Experience working in a team-oriented, collaborative environment.
- Experience with various Windows or Mac products.
- Proficient in the elements required in implementing software applications including application installation and configuration, determining business requirements, data initialization, data migration, and system integration/data interface.
- Demonstrated ability to work independently to perform responsibilities effectively and efficiently.
- Demonstrate strong analytical and problem solving skills.
- Ability to communicate technical concepts to technical and non-technical audiences.
- Aptitude and enthusiasm for learning and teaching new technologies.
- Ability to perform all tasks of lower level technicians is a must.
- Ability to multitask and follow escalation procedures
- Ability to establish and maintain productive working relationships with all levels of staff and the customer.
- Competency in ServiceNow ITSM tool.

As the CEO, I have overseen the following tasks:

- Remote access ability for any business
- Management of 25+ Full Time employees
- Workflow design for various business models
- Open consultation for Data Streaming models
- HIPPA network installation
- Small, Medium and Large Network Installation
- Server and workstation image configuration
- On Site and Off site backup configuration/Installation
- Website hosting, E-mail hosting (in house)
- Video Streaming (in house)

Windows Server Administrator - Data Center

2004 to 2009

Spherion/Genworth Financial

Lynchburg, VA

- Senior Infrastructure Engineer
- Kofax scanner configuration and installation
- 100% of Front End Processes upgraded from Windows 2000 to Win XP SP2 with user Login BCP
- Creation of the Building 3 XP image
- FileNet Administration Trained
- Working knowledge in a LAN/WAN environment using the following protocols (IPX/SPX, TCP/IP, NETBUI) Server
- Perform network administration
- Maintained and configured remote access servers.
- DNS configuration on Windows 2003 Advanced Server
- DHCP configuration/ Reservation configuration

- Created user accounts and network logon scripts
- Disaster Recovery Solution configuration and implementation

Data Entry Specialist

09/2020 to 03/2021

Framatome

Lynchburg, VA

- Main purpose of role included filing and uploading paperwork, Converting company information from paper documents to digital
- Handling private documents
- Had to work quickly and efficiently
- Worked in a group setting
- Use of office equipment, Printers, Scanners

Research Assistant

06/2017 to 12/2018

James Madison University

Harrisonburg, VA

- Utilized IDL, Python, Excel, Emacs, etc. in a lab setting to collect, analyze, sort, computer, and graphically represent datasets and objects
- Compile the largest known database of a rare type of galaxy (XBONGs)
- Wrote paper "The WISE Signature of XBONGs" using LaTeX
- Presented findings to Dept. of Physics & Astronomy panel

Branch Manager

2002 to 2004

Express Check Advance

Bedford & Lynchburg, VA

- Average 6.5% Net Profit
- Held Lowest Average Past due % in VA.
- Extensive Marketing/Growth
- Designed electronic Key Area Tracking Report/ Flexcheck
- Extensive Collections Experience

Wireless Technical Support Analyst/Network Configuration

2000 to 2002

Lynchburg.Net

Lynchburg, VA

- Wireless Internet ISP Installation
- Dial up/Technical Support
- Toner Recharge
- Sales/Marketing
- OSHA Tower Operator
- Asset inventory and order specialist/RMA
- Troubleshoot desktop and network access problems
- Configured back-up systems using Microsoft Backup

- Provided network maintenance by performing security and integrity checks
- Configuration of I-Mail administrator
- Troubleshoot common problems related to at home/business high speed internet services and, PC operating system troubleshooting.
- RADIUS Configuration and maintenance.
- Administered Windows NT, Windows 2000, Microsoft Exchange Server and Remote Access Servers.

SKILLS

CompTIA A+ - 10+ years

CompTIA Network+ - 10+ years

CompTIA Server+ - 10+ years

CompTIA Security+ - 10+ years

CompTIA Project+ - 10+ years

Secure Infrastructure Specialist - 10+ years

Network Infrastructure Professional - 10+ years

IT Operations Specialist - 10+ years

Microsoft: MCSE - 10+ years

Microsoft: MCP - 10+ years

Microsoft: MSDST - 10+ years

Cisco: CCNA - 10+ years

Commonwealth of Virginia - DCJS - Compliance Agent 99-655612 - 10+ years

Commonwealth of Virginia - DCJS - Electronic Security - 10+ years

EDUCATION

American National University

Other

Business Management

American National University

Other

Computer Applications Technology

Andersonville Theological Seminary

Other

Theology

National Christian Counselors Association

Master's

Divinity

National Christian Counselors Association

Master's

Christian Counseling