

Mark Roberts

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EDUCATION

Associates Degree - Computer Systems Administration (Spring 2006 – Fall 2008)
Madison Area Technical College
Madison, WI

General Studies (Fall 2005)
University of Minnesota
Mankato, MN

General Studies (Fall 2003 – Spring 2005)
Bethany Lutheran College
Mankato, MN

High School Diploma (Fall 1999-Spring 2003)
Portage High School
Portage, WI

SKILLS

- Microsoft Windows XP (6 years)
- Microsoft Windows Vista (1 year)
- Microsoft Office 2003 (5 years)
- Microsoft Office 2007 (2 year)
- Windows Server 2003 (1 ½ years)
- Software Documentation (2 years)
- Process Documentation 2 years)
- SSL & IPsec (2 years)
- Perl (1 year)
- HTML (2 years)
- CSS (1 year)
- RoboHelp (1 year)
- HP OpenView Service Desk 4.5 (2 years)
- Active Directory (1 year)
- Bomgar Remote Desktop Control (3 months)

EXPERIENCE

Northwestern Mutual
PC/Lan Technician 2nd Tier, Franklin, WI (December 2008 – March 2009)

- Part of a team of 12 Service Center agents providing 1st and 2nd level IT services for about 8000 Clients.
- Provided 1st and 2nd level support specifically for Microsoft Office 2007.

Foremost Farms
Support Operations Technician, Baraboo, WI (Fall 2006 – December 2008)

- Provided Tier 1st and 2nd level Service Desk support for around 1,500 company employees.
- In collaboration with colleagues deployed Verizon Access Manager to 215 users.
- Created and provided documentation and instruction to users on how to use various applications and hardware.
- Provided monthly reports on employee use of Access Manager including time and cost use of the application for telecommunications billing reconciliation.
- Imaged desktops and laptops as new inventory arrived or old computers came back.
- Maintained CMDB for inventory and fixed asset purposes.
- Traveled to company plants and assisted U.S. Cellular reps in the distribution and training of new employee cell phones.
- Provided 24x7 After-Hours support via cell phone, pager, and remote desktop connection.

Gander Mountain
Cashier/Service Desk Employee, Baraboo, WI (May 2006 - January 2007)

- Working the registers and rang up customers with their purchases.
- Answered customer questions on general store questions as well as specific products.

- Stocked shelves and arranged displays throughout the store.
- Recovered the store after close (straighten items on shelves, return misplaced items to the correct area, etc.)

Flambeau Inc.

Information Technology Intern, Baraboo, WI (Summer 2004 – Fall 2006)

- Reformatted, set up, and deployed workstations for users.
- Created interactive documentation for company software using RoboHelp.
- Toned out workstations and was part of a team that mapped the company network.
- Implemented PC upgrades to user workstations.
- Performed basic maintenance on photocopiers and printers.
- Inventoried printer and copier inventory including making sure that there was an adequate toner supply.
- Worked with roaming profiles and helped with server maintenance.

Portage Community Schools

Information Technology Internship, Portage, WI (Summer 2002 – Fall 2003)

- Set up and applied Ghost images to two PC computer labs.
- Set up new I-Mac computers in classrooms.
- Cleaned computers and placed older unused computers and computer equipment in storage.

Markent Computer Services

Information Technology Internship, Portage, WI (Spring 2002)

- Built custom computers to customer specifications.
- Entered client data into Access databases.

REFERENCES

Scott Christian
Phone: (414)661-4797

Michael Bender
Phone: (608)243-4417

Linda Hinz
Phone: (608)355-8634

Karen Semonson
Phone: (608)355-8628

Bruce Wentler
Phone: (608)742-1568

Service Center Team Lead
Northwestern Mutual

Class Instructor
Madison Area Technical College

Support Operations Supervisor
Foremost Farms USA

IS Operational Services Manager
Foremost Farms USA

Friend/Coworker
Flambeau Inc/Foremost Farms USA