Mark Breitenbach

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Objective

Continue to develop my technical expertise while working in an environment that encourages work/life balance and positive employee growth.

Skills

Operating Systems and Systems Administration

- Recent Systems administration of Solaris and Linux variants
- Systems administration of all Windows versions (through Win7)
- Storage administration using Veritas Volume Manager, RM6 and SLVM
- Experience with a broad range of systems administration, network and server monitoring software
- Past Systems administration of DOS, Novell and Citrix OS products, HPUX and AIX

Software and Programming

- Skill with applications for Office, database, development, VCS, scheduling, project management and email
- Excellent skills with graphic design and other software essential for effective web design, presentation and publishing
- Recent programming experience in perl, C, php, (x)HTML, CSS and UNIX shell scripting
- Past programming experience in C++, Visual C++, JavaScript, Java, lua, Pascal, REXX, PL1, Smalltalk, Lisp, Prolog and Standard ML

Hardware and Architecture

- Hardware troubleshooting on AMD and Intel architectures
- Hardware troubleshooting on Sparc based systems (Ultra 10 to E15k, B1600 blade systems)
- Hardware troubleshooting of SUN's storage products
- Network hardware and technology troubleshooting, including VLANs
- Familiarity with SAN switches and arrays from various vendors
- Strong Knowledge of Data Center management with large implementations (100+ servers) and large transaction volumes
- Extensive experience with system, network and storage assembly (rack and stack)

Networking and Security

- Knowledge of firewall and security architectures and implementation
- Knowledge of Internet/WAN connectivity, hardware and routing
- Knowledge and troubleshooting of a broad range of Internet services : http, smtp, pop3, snmp, routing, ntp, ftp, dns, ssh (with tunneling), telnet, dhcp, etc

Communication and Management

- Excellent communication skills (phone, written and interpersonal)
- Effective delivery of complex technical content in classroom, mentor, web or written formats
- Ability to work independently or in collaborative projects
- Strong Leaderships skills
- Skills with staffing, budgeting, resource planning and management for small departments (less than 30 employees)
- Skills in short and long (12-18 months) project management
- Skills in business process change management
- Skills in contract and SLA drafting, negotiation and maintenance

Professional Experience

June 2007 - Present   **Geo Joergsson, LLC**   **Lafayette, CO**

Technical Consultant / President (various contracts)

- Performed full Intra/Extranet web performance evaluation
- Provided architectural analysis as well as recommendations to improve site security, maintainability, growth prediction/mitigation, and fault detection/mitigation
- Shell and web programming to provide dynamic pages to meet customer needs
- Myriad computer and Internet repair tasks, including advising on Internet Security needs

| April 2005 - June 2007 | eBay, Inc. | Centennial, CO |

Network Operations Center Manager
- Managed two teams of NOC personnel responsible for site maintenance and problem resolution, including all personnel decisions
- Provided technical mentoring for all positions in both NOC teams (SAs, DBAs, Site Supervisors, Technical Duty Officers)
- Maintained very high standards for operating excellence and downtime prevention/mitigation
- Managed a variety of site-wide projects to successful completion

Technical Duty Officer
- Managed top tier escalation/crisis bridges for major site events
- Provided interface between technical teams and executive management during and after site events
- Provided real time assessment of site event severity
- Managed and coordinated all technical resources during site events to expedite resolution
- Participated in root cause analysis following all customer impacting site events

| January 2002 - March 2005 | SUN Microsystems | Broomfield, CO |

Data Center Architect/Administrator
- Designed, architected and implemented all aspects of the Remote Lab Data Center (RLDC), including power, network, storage, server automation, monitoring, security, vendor relations, service level agreements, administration staff hiring and mentoring, support (all tiers), planning, growth modeling and budgeting
- Assisted the Six Sigma team responsible for designing the remote delivery process, including the implementation of the Sigma business plan to create the RLDC and integrate it with the existing education infrastructure in SUN

Technical Instructor
- Certified trainer for high-end storage classes
- Maintained high standards for technical expertise and customer satisfaction
- Assisted in local systems administration and system resource allocation

| 1997 - December 2001 | Hunter Douglas | Broomfield, CO |

Sr. Systems Engineer
- Administered and maintained the corporate server environment
- Worked with dedicated team of engineers in maintaining corporate network resources
- Planned, managed and maintained Intra/Extra/Internet technologies and resources; including hardware, software and staffing
- Implemented new technologies into enterprise-level network environment
- Participated in two separate SAP implementations across company divisions

| 1996 - 1997 | TechLink / Cyberdrive / Webstar | Deerfield Beach, FL |

Director of MIS and Internet Services/Systems Administration
- Set up and maintained servers, software, LAN and WAN equipment used to provide Internet services
- Automated administration tasks, including network, server, and service monitoring
- Installed, maintained, and supported WinFrame for Networks in conjunction with Internet services
- Supported dial-in customers and general WinFrame integration issues

| 1993 - 1996 | Citrix Systems, Inc. | Coral Springs, FL |

Test Engineer
- Assisted with the development of a rigorous regression test method
- Tested and integrated hardware and software in the WinView/WinFrame environments
- Participated in technical support duties, customer integration issues, and TCP/IP (Internet) support

Education

| 1988 - 1993 | Clarkson University | Potsdam, NY |

Bachelor of Science - Double Major (Computer Science / Mathematics)

References available on request