

Mark W. Wyss

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Work Characteristics:

- Fast Learner:** Hired into a job and immediately inherited a product that had gone bad. It was my job to learn the product and our implementation then became the technical lead. Executed a software upgrade, performed a test plan, certified the product and then led the product rollout into the field.
- Varied background:** Has performed installation and support of many different technologies, File/Print servers (NT, 2000, NetWare 4.11), Application Servers (MS SQL, Proxy, DNS, DHCP, IIS, RightFax); networking technologies: (Ethernet, Gigabit Ethernet, TokenRing, DecNET, SNA); wide area network technologies: (Frame Relay, PPP, HDLC, ATM, POS, xDSL) using different vendors hardware: (Cisco, Juniper, LinkSys, Adtran, Alteon)
- Process Oriented:** Works cross-functionally to establish and maintain process. Defines and documents process where none exists. Always looks for ways to improve process and enforce standardization.

Experience:

ICG Communications

March 2000 – May 2003

Manager Data Network Engineering Implementation -- (June 2000 – May 2003) – Manages a team of five data network engineers. Deployed data POP locations in ICG's backbone network using Cisco (72xx, 75xx, 120xx) and Juniper (M40E) routers, Cisco Ethernet switches (29xx, 35xx, 50xx, 55xx and 65xx). Established data POPs in BGP and OSPF areas. Secured each router with strong SNMP community strings and access control lists using TACACS+ authentication. Deployed TACACS+ in three different configurations: NT TACACS using NT domain authentication, NT TACACS using native TACACS authentication and then finally UNIX TACACS

Edge Data Network Engineer -- (March 2000 – June 2000) – Served as ICG's subject matter expert for all VoIP related issues. Provided direct technical support to ThinkLink for their VoIP deployment in our network. Created and implemented standard configuration for 300 Voice over IP routers. After implementing the standard configuration and software version, telephone calls to the data NOC dropped from 25 per day to fewer than three.

Bentley Networks, Inc.

March 1998 – March 2000

Manager – Networking Technologies – Responsible for voice and data networks. Four sites in three states. 26-server environment with the following products: Windows NT Server, Exchange Server, Proxy Server, SQL server (6.5 and 7.0), Gauntlet Firewall, and DNS. Migrated network from Netware 3.11 and 4.12 to Windows NT domains. Implemented multi-site call centers using Lucent phone switches. Streamlined the trouble reporting processes. Negotiated lower rates long distance, pager, and cellular phone vendors and saved the company \$27K annually even though long distance call volumes increased.

Born Information

Services

July 1997 – March 1998

Senior Networking Consultant

Current Checks -- (January 1998 – March 1998) – Discovered and documented enterprise network. Designed new wide area networks with Cisco layer-three switches. Implemented switched-100MB to the desktop

ICG Communications – Local Area Network operations (July 1997 – January 1998) – Installed eight new sites on the LAN/WAN network. Configured routers for connectivity in a mixed Bay Networks and Cisco router environment. Worked with vendors to fix outages. Documented circuits ID's for both local loops and long distance circuits. Created database for IP standardization. Reconfigured DHCP scopes for each site based on new standards.

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Experience (continued):

John Costanza Institute of Technology

November 1996 – July 1997

Team Lead / Network Administration – Led three member team and managed projects to create network stability, deploy desktop standardization for over 125 computers using Windows NT 4.0 and Windows 95. Upgraded eight internal servers from Windows NT 3.51 to Windows NT 4.0. Converted Microsoft Mail from single server supporting three sites to three Microsoft Exchange Servers using dial-up connectors for remote mail synchronization. Developed and implemented conversion from SQL 6.0 to SQL 6.5 upgrading our in-house software “FlowPower.” Researched and documented network layout and server passwords for Network Administration team.

Phone Lead – Responsible for Mitel SX-2000 Lite phone switch and Octel Branch XP voicemail system. Performed full upgrade from Octel Branch XP to Octel Overture 250 system. Documented phone systems and created manual as an in-hand support tool. Performed full wiring clean-up for ease of troubleshooting.

Sprint Communications

May 1987 – November 1996

Client Support Analyst (July 1993 – July 1997) - Provided onsite and telephone support for over 1,000 employees across 13 states; troubleshooting and repairing different hardware platforms: IBM PC's, compatibles, and Macintosh computers. Responsible for the network configuration, documentation, infrastructure, operation, and performance. **Networks:** Token Ring, Ethernet, IBM SNA/3270, AS/400, and AppleTalk; Network operating system: Banyan Vines LAN/WAN.

Data Communications Technician (July 1992 - July 1993) – Provided wiring and connectivity for platforms listed above using and installing CAT5 cable plants. Performed migration from old Type-1 Shielded Twisted Pair to new CAT5 cabling with no customer outages. Responsible for IBM and Memorex cluster controllers, bridges, routers, and IDNX WAN links.

CFT Systems Administrator (Feb. 1992 - July 1992) – Department team lead. Led 12-member group in troubleshooting hardware and software problems related to the Memorex Combined Function Terminals. Lead programmer for Customer Service Department.

Customer Service Representative (May 1987 - Feb. 1992)

Education:

College:

University of Phoenix – BSB/IS program. One year shy of completing BSB/IS.

Front Range Community College - Completed 36 credit hours: Business management and Computer Programming.

References:

Available Upon Request

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Summary of notable project accomplishments:

ICG Communications. – Voice over IP stabilization

Identified single points of failure in our Voice over IP network. Designed redundant architecture and managed implementation. This stabilization took into account over 300 routers (gateways) where IOS version needed to be standardized. Hardware, voice cards, memory, and DSP's were standardized to stabilize the network. Upon completion, calls to the Data NOC reduced from an average of ~25 calls per day to less than three.

ICG Communications. – Inventory Database creation - maintenance

Worked directly with Director of Data Engineering for the creation of a database to track network assets including routers, model numbers, operating system versions, circuit ID's and ports. This database was then the springboard for all data when we implemented the Granite Asset Tracking system.

ICG Communications. – Integrated Access Service platform stabilization

Inherited problematic TDM platform. Completed test plan for new software installation and supervised implementation. Platform is very stable now. With this upgrade, all CPE equipment required upgrade. I designed a process to upgrade the equipment with minimal service impact to the end customer and kept the amount of professional resources to a minimum for cost savings. Designed workarounds to challenges with ILECs would not deliver HDSL T1's as ordered, which would cause problems with management of our CPE equipment.

Bentley Networks, Inc. – Call Center Implementation

Upgraded phone system and configured IVR and call center including agent creation, vector creation, reporting software implementation and user training. Benefit: Increased customer satisfaction, lower time to answer, fewer calls abandoned, and fewer callbacks.

Bentley Networks, Inc. – Office Remodel Project

Project manager for complete office remodel where we removed office walls and installed cubicles. Tasks were required to be scheduled and completed during the work days where employee impact remained minimal. Benefit: Updated office aesthetics, increased employee density in existing space.

Bentley Networks, Inc. – Pager vendor switch

Researched and compared different pager vendors. Negotiated rates. Rolled out new pagers with 30-day overlap. Expedited pager vendor change with company's name change so as not to incur the additional cost of re-printing business cards. Annual savings: approx \$4,000.00

Bentley Networks, Inc. – Long distance vendor switch

Researched and compared different long distance vendors. Negotiated rates, and converted all voice and data circuits to new long distance vendor. Worked with vendor for proper escalation to ensure timely circuit delivery. Annual savings: approx \$23,000.00

Bentley Networks, Inc. – Phone switch replacement

Automotive Avenues facility. Replaced Claricom / Executone phone system with state-of-the-art Lucent phone system. Developed and implemented Interactive Voice Response (IVR) prompts, and Automatic Call Distribution systems. Benefit of upgrade: Allowed smoother call flow within the company to minimize customer complaints and greatly reduced abandoned calls.

Bentley Networks, Inc. – Computer room power redesign

Converted power from building power to dedicated circuits in computer rooms at Automotive Avenues and Bentley Networks, Inc... Preparation for installation of three-phase UPS units. Benefit of power installation: Preparedness for large UPS unit. Fully documented layout of power circuits to eliminate guesswork when troubleshooting power problems.

Bentley Networks, Inc. – Netware to NT conversion

Converted two different networks from Netware to Microsoft Windows NT. Converted one server from Netware 3.12 and the other from Netware 4.11. Benefit of upgrade: Single Network Operating System. Reduced TCO and MTTR.

Bentley Networks, Inc. – Wide Area network design and implementation

Designed and installed Bentley's WAN. Using a frame relay network. Benefit: Ability for sites to communicate with one another. Used single Exchange server to reduce TCO and MTTR.

Born Information Services – Current Checks division – Network documentation and design

Documented existing network in preparation for new network redesign. Used Visio Technical 4.1. Built custom shapes to store serial numbers, model numbers, and hardware configurations within the drawing. Designed new network to support custom written in-house application.

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Technical Knowledge:

Network Hardware Support

- Cisco routers - Configuration of all levels from 2500 through Gigabit Switch Routers
- Juniper M40e routers
- Cisco EtherSwitches
- Bay Networks routers (AN to BCN)
- 3Com switches and routers
- SOHO routers (Adtran / LINKSYS, NetGear)
- IBM 82XX Intelligent switching hubs
- Farralon Network hubs (AppleTalk)
- Farralon AppleTalk Routers

Client/Server Hardware Support

- Dell PowerEdge Servers
- Compaq Proliant Servers
- Compaq Prosignia Servers
- Compaq Ethernet Switches
- Cisco Routers
- NCR X-Windows Terminal (HP OpenView)

Certifications

- **Certified Cisco Network Associate (2.0)**
- **Microsoft Certified Systems Engineer (4.0)**
- **Microsoft Certified Professional +Internet**
 - Networking Essentials
 - Microsoft Windows NT 4.0 Workstation
 - Microsoft Windows NT 4.0 Server
 - Microsoft Windows NT 4.0 Server in the Enterprise
 - TCP/IP
 - IIS 3.0
- **Certificate in Networking (CU Denver)**
 - Multi-vendor / Multi-protocol instruction

Network Software Support

- Cisco IOS software for routers
- Cisco BOS for Broadband routers
- Cisco Catalyst Operating System

Client/Server Software Support

- Microsoft Windows XP, 2000, NT Server 4.0 and 3.51
- Microsoft SQL Server 7.0, 6.5, 6.0
- Netware 4.11
- Netware 3.12
- Banyan Vines 5.5x
- Microsoft SMS Server 1.2
- Microsoft Proxy Server 2.0 and 1.0
- Microsoft Exchange Server 5.5, 5.0
- Microsoft Internet Information Server 4.0, 3.0
- Network General Sniffer / Analyzer
- Network Associates – NetXRay
- Network Associates - WebXRay
- Xoftware/32 X-Windows
- IBM NetView DM/2
- Netway Router Connectivity Manager
- TCP/IP
- IBM LAN Manager

Phone System Installation and Administration

- Lucent DFINITY G3SI
- Lucent DFINITY Prologix
- Lucent Audix
- Mitel SX-2000 Lite
- Octel Messaging 100
- Octel Messaging 2000
- Octel Branch XP
- Octel Overture 250

Protocols

- TCP/IP
- IPX/SPX
- Microsoft NetBEUI (NetBIOS)
- AppleTalk

- BGP
- ISIS
- OSPF
- RIP I and II
- H.323

PC Desktop Software Support

- Microsoft Windows XP, ME, 2000, NT 4.0 and 3.51
- Microsoft Access
- Windows 98, 95, WFW, 3.xx
- Microsoft Office XP and earlier
- Microsoft and PC DOS v3.3 and higher
- OS/2 2.1, 2.11, Warp Connect

Graphics/Multimedia

- Adobe Photoshop
- Adobe PageMaker
- Adobe Image Ready
- Macromedia Fireworks
- Macromedia Flash
- Microsoft Front Page
- Cool Edit 2000
- Pinnacle Studio
- ULead Video Creator
- Magix Audio Cleaning Lab