

Mark Graham

BACKGROUND SYNOPSIS

- Over 14 years experience as a Trainer and Educator.
- Microsoft Certified Partner.
- Expertise in Training, Development, Systems Administration and colocation management
- Employee/Labor Relations, Benefits, Organizational Development, Employment/Recruitment, Compensation and overall administration of the Human Resources function.
- Complementary education includes audited courses in Microsoft Office, Express, AutoCad and Basic NT configuration.

PROFESSIONAL EXPERIENCE

Director of IT

01/2004 – present

Naartjie Custome Kids, Inc.

- Build and configure all the systems used internally.
- Maintain internal network for corporate offices, managing all U.S. retail store locations, manage corporate office in South Africa, and SOHOs (satellite office/home office) locations.
- Developed and implemented Network plan including VPN, Voice over IP (VOIP), and centralized network administration,
- Full rebuild of the LAN infrastructure, generating secure network traffic.
- Implement hardware standardization and image configuration for “zero maintenance” hardware support.
- Created departmental budget, handled purchasing, and departmental P&L responsibility

Consultant

12/2003 – present

Dan Gordon Consulting, LLC

- Assist clients with issues regarding Internet connectivity, computer viruses, general desktop support and maintenance and remote support.
- Design/redesign networks, install/maintain Firewalls, set up/maintain email servers, VPN, Telephones, voicemail systems, and VOIP.

Instructor, TechFutures High School Program

10/2001 – 12/2003

Whittier Educational Foundation

- Instructor responsible for up to 18 high school students per class, teaching Network Design, control of data, and Network Maintenance in a series of classes from Networking to Advanced Networking.
- Responsible for teaching students basic networking configuration, construction and implementation.

- Responsible for creation and documentation of Foundation's Pilot Program, including weekly class notes, syllabus, and course outline.

Vice President, Network Operations

7/2001 – 06/2003

StabilizeIT/Global Netoptex

- Management of colocation facility, 97,000 square feet in size currently 50% occupied and profitable. The most Internet traffic of any single location worldwide. (18% of all world Internet traffic).
- Accountable for 4 direct reports and 8 indirect reports including 2 system administrators that are responsible for maintaining accounts and systems security 24 hours a day, seven days per week.
- Accountable for IT infrastructure, design and implementation, employee training, compensation, development and organizational systems.
- Responsible for Bidding and securing contracts.
- Experience with clients in the Public Sector, the Non-Profit arena and Media.

Director, Network Operations

National Integration Company

2/2001 – 8/2001

- 6 direct reports simultaneously handling multiple projects in separate locations.
- Responsible for Network design and implementation, project coordination, project estimation and all interface with clients.
- Reduced spending by bringing training, development and handling of compensation in-house.

Director of Internal Infrastructure

OpenAvenue.com

3/2000 – 1/2001

- Responsible for training and development of interns.
- Built and configured all the systems used internally.
- Created and implemented internal network from company inception, managing SOHOs (satellite office/home office) locations.
- Developed Network plan including VPN, Voice over IP (VOIP), Video Conferencing and centralized network administration,
- Full rebuild of the LAN infrastructure, generating secure network traffic.
- Completed hardware standardization and image configuration for "zero maintenance" hardware support.
- Created departmental budget, handled purchasing, contract signatory and departmental P&L responsibility.

Project Manager/Systems Administrator

George Family Enterprises, Inc.

4/1996 – 3/2000

- Lead Manager in developing proposals to secure client contracts.
- Brought the company from 2 non-networked computers to 15 desktop computers, 3 data servers, a mail server, a web server.

- Installed web, mail and security for home and remote locations. Configured and installed remote locations using all types of connections media (TI, ISDN, DSL, “shotgun” modems)
- Developed AutoCAD drawing Database and estimation of software.
- Estimated, ordered and supervised acoustical ceiling projects to \$1M in size.
- Handled up to 20 client projects at any given time.
- Quoted projects and had purchasing power.

Technician

Ion Systems, Inc.

1/1994 – 3/1996

- Created new company standard for individual installation performance by breaking the company’s former highest achievement by a technician.
- Developed, installed, monitored, supported and maintained proprietary Ionization Networks for clean rooms.
- Expanded sales to individual clients.

General Contractor/Principal

Mark Graham, General Contractor

3/1988 – 3/1994

- Designed, estimated, scheduled and performed construction projects up to 750K.
- Managed and scheduled crews to 25 people in size.
- Accountable for P&L, administration, human resource development, compensation and training of entire staff.
- Responsible for all customer interface and satisfaction.

EDUCATION

Microsoft Certified professional.

AS computer sciences, Contra Costa Community College.

Coursework at San Francisco Computer Training Center in NT Administration

Audited Programs in AutoCAD, Microsoft Office, Access, Express, Visual Basic at California Community Colleges

Proficient in Cisco route protocol, NT Configuration, AutoCAD, Microsoft Access, Standard Network Cabling, Windows 98 configuration, Windows 2000 configuration, Windows 2000 server configuration, Network maintenance and trouble shooting, Linux, Microsoft Exchange, Postfix, DNS, DHCP, Apache, IIS, Visual Basic, Hardware configuration, Perl, RetailPro

AFFILIATIONS

Advisory Board, High Performance Computing Program, Contra Costa Community College

Teamsters Union, Local 35

Lions Club, Novato Host

Member since 1988