
MARK T. MAZZITELLO

MCSE, MCDBA, MCSA, CCNA, SLXA, SLXE, SLXD

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PRÉCIS AND OBJECTIVE:

Dedicated Information Technology Professional with a wealth of experience in the areas of application development, systems management, networking, database administration, technical consulting, technical support and training. Additionally, offers working and academic knowledge of project management. Educationally possesses **MCSE, MCDBA, & MCSA** certifications from Microsoft, **CCNA** certification from Cisco Systems, and **SLXA, SLXE, & SLXD** certifications from Sage/SalesLogix. Is detail and goal oriented and strives for professional excellence utilizing strong problem solving & communication skills, analytical abilities, organization, adaptability, focus, and creativity.

TECHNICAL KNOWLEDGE:

EXPERIENCE LEVEL - HIGH:

- ◆ Networking Protocols: DHCP, DNS, TCP/IP, etc.
- ◆ Visio for Enterprise Architects
- ◆ MS Office Suite
- ◆ MS SQL Server Database Management
- ◆ Norton/Symantec Ghost
- ◆ Sales Logix CRM Development & Administration
- ◆ VPN & Remote Access technologies
- ◆ Windows 2000/2003 Servers, including Active Directory
- ◆ Windows XP Professional
- ◆ VB Script and VBA programming for Excel & other apps
- ◆ T-SQL Programming/Scripts
- ◆ Veritas Backup Exec & other data backup programs
- ◆ DTS & SSIS for SQL Server

EXPERIENCE LEVEL - MODERATE:

- ◆ Cisco O/S and Protocols
- ◆ Data Modeling
- ◆ Internet Information Server
- ◆ Microsoft Exchange Server 2000/2003
- ◆ Microsoft FrontPage
- ◆ HTML & XML
- ◆ Microsoft Project & Project Server
- ◆ OLAP & Analysis Services for Microsoft SQL Server
- ◆ Visual Studio 2005 – Visual Basic, ASP, Web Services
- ◆ Firewall & Network Security
- ◆ Older versions of Windows (NT, 2000, 98, etc.)
- ◆ Mac OS 10.x
- ◆ Server & Workstation hardware including RAID systems

WORK EXPERIENCE:

Vital Images, Inc., Minnetonka, Minnesota

2005 - Present

Enterprise Application Developer & Database Administrator

- ◆ Developer, Architect, Senior Administrator, Data Analyst, and Level II User Support for SalesLogix CRM Program: Software utilized by Sales, Marketing, Product Management, Customer Support, Finance, Shipping, Executive staff with 180 user base.
- ◆ Database & SQL Server Administrator for CRM and additional database servers.
- ◆ Solution developer for data management and quality issues involving CRM and other data sources, including special recognition for a shipping & customer support process which saved weeks of human work hours and thousands of dollars for the company.
- ◆ Domain Administrator assisting IT Systems Admin staff and filling in as needed.
- ◆ Technology utilized includes: VBScript/VBA, T-SQL, Visual Basic, HTML, ASP, DTS/SSIS, SQL Server 2000 & 2005 management tools, Windows XP, Windows Server 2000/2003 (including Active Directory), Exchange Server, Excel/Word/Access, other proprietary development & management tool sets for SalesLogix, ClearQuest, and Softrax.

Mazzitello Consulting, Maple Grove, Minnesota

Part time & full time Self-Employment, 1998 - Present

Consultant/President

- ◆ Home-based consulting business assisting clients on a contract basis. Projects have included installation, troubleshooting, and support of Window O/S, PC hardware, and software applications. Configure and support dial up networking and ISP software. Custom design and construction of PC's (hardware and software) built to client needs. Create and host web sites for clients.
- ◆ Technology utilized includes: Windows 3x, 9x, 2000, 2003, and XP O/S; MS Front Page; HTML coding; Office 97, 2000, XP, and 2003; Netscape; ISP software; dial up networking software; Internet Information Server, and PC Hardware/Software.

(continued)

Network Engineer/Database Administrator

- ◆ Sales data & technology engineering, including all SalesLogix administration & development, custom Visual Basic script & application development, and sales data analysis & workflow process management.
- ◆ Managed and executed SalesLogix migration during MindSharp/Benchmark merger and implemented v6 upgrade
- ◆ Accountable for database server functions, security, maintenance, and support. Manage network services operations and upkeep. Arrange and maintain classroom/lab environments. Handle new product evaluation and assessment. Examine and prepare new business and technical procedures.
- ◆ Technology utilized includes: T-SQL scripts; DTS packages; DB scheduling; Great Plains database; Sales Logix database versions 4.x 5.2 and 6.0; SQL Server 7.0 and 2000; security patches; DOS; Windows 9x, NT 4.0, 2000 Pro, XP; MS Office; Cisco switches and routers; and 3COM switches and routers.

ADP/Hollander, Plymouth, Minnesota

1999 - 2000

Customer Service Representative II/Level II Help Desk

- ◆ Installed and supported workstations, servers, terminals, portable devices, printers, proprietary applications, dial networking, bar coding, labeling, and peripheral devices. Provided in house networking and database assistance. Handled Beta testing and evaluation of new products and services. Supplied Y2K testing and repair.
- ◆ Technology utilized includes: DOS; SuperDos; Windows 9x and NT workstations, servers, terminals, and portable equipment; OKI Data printers; and Proprietary ADP applications.

AutoVIN (Automated Vehicle Identification Network), Roswell, Georgia

1999

Field Services Manager/Auditor

- ◆ Participated in the formation and modification of a nationwide automated network for data collection and reporting. Conducted in-person financial and inventory appraisals of vehicle dealerships.
- ◆ Technology utilized includes: Windows CE portable devices; proprietary applications; digital imaging; dial up networking; central database servers; and internet.

Ford Motor Company, Detroit, Michigan

1998 - 1999

Installer/Consultant

- ◆ Technology consultant for Ford and Lincoln Mercury Dealerships within the central United States. Installed PC software and provided technology training the personnel.
- ◆ Technology Utilized includes Ford proprietary software, Windows 98 and NT.

ACADEMIC BACKGROUND:

University of Minnesota, Institute of Technology, 1985-1987.

- ◆ Undergraduate coursework.
- ◆ Academic Major: Aerospace Engineering; Minor: Mathematics.

Carlson School of Management, University of Minnesota), 2006.

- ◆ Data Modeling using ORM & ER Methodologies.

Institute of Production & Recording, Minneapolis, Minnesota, 2003-2004.

- ◆ Associate of Applied Sciences degree in Audio Production & Engineering.
- ◆ Graduated with Top Honors, Magna Cum Laude, special recognition as Top Engineering Student of the class.

PROFESSIONAL DEVELOPMENT TRAINING/CERTIFICATIONS:

MindSharp Learning Center, Bloomington, Minnesota, 1999-2001.

- ◆ Cisco Certified Network Engineer (CCNA), November 2001
- ◆ Microsoft Certified Systems Administrator (MCSA), November 2001.
- ◆ Microsoft Certified Database Administrator (MCDBA), March 2001.
- ◆ Microsoft Certified Systems Engineer (MCSE) in Windows NT 4.0 and Windows 2000, August 1999.

Interact Commerce Corporation / Sage Software (Sales Logix), Scottsdale, Arizona, 2002-2006.

- ◆ Sales Logix Administrator (SLXA) certification, June 2002
- ◆ Sales Logix Engineer (SLXE) certification, July 2002
- ◆ Sales Logix Developer (SLXD) certification, January 2003, renewed January 2006