

## **Mark D. Smits**

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### **Objective**

**A challenging position with responsibility for implementing, maintaining, and administering data systems and networks.**

### **Experience**

#### **MDS Computer Services**

October 1997 – Present

**Owner / Operator of technology services small business** – Fayetteville, GA (Atlanta Metro Area)

- The business provides computer, networking solutions, and consultation for small business. Setup client / server applications and networks running Windows 2000/NT. Setup & configure Firewall, Internet gateways/routers connected to T1/T3, DSL modems, Cable modems, and other Internet connectivity technologies. Installed and configured Active Directory, Exchange Server 2000 and many other applications.

**StarBand**, formerly Gilat-To-Home, formerly Spacenet, formerly GE Spacenet, formerly AT&T Tridom  
October 1997 to October 2000 – Marietta, GA (Atlanta Metro Area)

#### **Principal Network Engineer**

- System Administrator for Sun, Windows NT, and Stratus computer and network systems. I provided 7 x 24 third level technical support for those systems and the VSAT Network Management Systems applications. Y2K readiness project manager.

#### **Concert Management Services**

September 1996 to October 1997 - Vinings, GA (Atlanta Metro Area)

#### **Senior Engineer, Network Validation Testing/ Operational Readiness Testing**

- Project Manager responsible for network validation and operational readiness testing of new technologies deployed on network infrastructure.

#### **AT&T Tridom**

March 1989 to August 1996 – Marietta, GA (Atlanta Metro Area)

#### **Manager, System Verification Engineering** - 8/95 - 8/96

- Manage department responsible for validation of network software and communications hardware.

#### **Manager, Hub Projects** - 8/92 - 7/95

- Managed department responsible for project management, design, implementation, and maintenance of multi-million dollar VSAT network systems around the world. The department also provides on the job customer training after installation and technical support there after.

#### **Senior Technical Support Engineer** 11/90 - 8/92

- Provide 3<sup>rd</sup> level technical support for Project Engineers implementing VSAT networks.

#### **Project Engineer** 3/89 - 11/90

- Responsible for bringing up new customers and applications on shared VSAT network. Provided pre & post sales technical support.

**Micom**, formerly Spectrum Digital, formerly Telematics

May 1987 to March 1989 - Vinings, GA (Atlanta Metro Area)

#### **Systems Engineer**

- Provide pre and post-sales support to the direct sales staff, VARs and Distributors. Duties included network design and proposal preparation, presentations, demonstrations, bid responses and quotations. Technologies supported include T1 multiplexers, DATA PABX, X.25 switches and PADs, digitized voice products, TDM and stat multiplexers, Modems, and Ethernet & cheaper net products (bridges, routers, cables, & NICs)

### **Racal-Milgo Information Systems**

May 1984 to May 1987 – Union City, GA (Atlanta Metro Area)

#### **Regional Technical Support Specialist**

- Provided 2<sup>nd</sup> level technical support to Field Engineers, customers and sales staff. Primary product responsibility was the network management system and all its system controlled devices. I Provided Field Engineer training, on-site customer training. Also evaluated network applications as well as documenting technical reports for management review and alert notices to the Field Engineering staff.

#### **Field Engineer**

- Performed installation and maintenance of data communications equipment for the state of Louisiana. Assigned as team leader for several technical control center installations, which included network management systems, modems, stat multiplexers, TDM's, DSU/CSU, matrix switches and test equipment.

### **ITT COURIER**

February 1983 to May 1984 - New Orleans, LA

#### **Field Engineer**

- Performed installation and maintenance of 3270 emulation network equipment. Performed protocol troubleshooting on 3270 BSC and SNA/SDLC.

### **RACAL-MILGO Information Systems**

June 1981 to February 1983 - Florence, SC

#### **Customer Service Representative**

- Responsible for installation and service of data communications equipment in eastern South Carolina. Performed protocol troubleshooting on various protocols.

## **Education**

**Arizona Technical Institute** Graduate, June 1981 with High Honors

Phoenix, Arizona GPA: **3.8**

Associates Degree, Electronics/Computer Technician

## **MCSE – achieved June 1999**

MCSE self study and passed test for Microsoft Networking Essentials – Sept 1998

MCSE self study and passed test for Implementing and Supporting Workstation NT4 – Nov 1998

MCSE self study and passed test for Implementing and Supporting Server NT4 – Nov 1998

MCSE course and passed the test Implementing and Supporting Server NT4 in the Enterprise – Feb 1999

MCSE course and passed the test for Internetworking with Microsoft TCP/IP on Windows NT4- March 1999

MCSE self study and passed test for Implementing and Supporting Microsoft Exchange Server 5.5 – May 1999

MCSE course for System Administration for Microsoft SQL 7 – Jan 2000

## **Continuing Education**

Red Hat Linux 6.1 System Admin 1 & 2 (RH-133)

Red Hat Linux 6.1 Networking & Sys Admin (RH-253)

Cisco Introduction to Cisco Router Configuration

AT&T Tridom TQM (Total Quality Management)

AT&T Diversity Awareness

AT&T Project Management

AMA Developing Leadership Skills

AMA Successfully Managing People

Telematics X.25

NET IDNX and Frame Relay

Microsoft TechNet Subscription

Sun Solaris Admin Essentials and System Admin (Unix)

AT&T Time Management

Tadiran DS3/E3 DACCS

NET - IDNX T1 Multiplexer

C++ and Visual Basic Programming

ITT 3270 SNA/SDLC

AT&T TCP/IP Networking

Stratus / VOS Fundamentals and System Admin

Sales, closing the business training

## **Other Pluses**

Self Starter, Willing to travel, 2<sup>nd</sup> Language – Dutch, Extensive International travel experience.