

# MARK ZOCHER

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 Relocating to Seattle in June 2015

## ABOUT ME

I have 12 years experience in IT support, recently supporting 33,000+ users with a team of 7.5 FTE. The projects I've managed & worked on have saved thousands of dollars & improved response times. Great customer service is important to me, and I've pushed my team to keep a 95% "very satisfied" rating with our customers. I've built a wide range of technical and professional skills and thrive in an ever-changing environment.

## PROFESSIONAL SKILLS

Customer Service	● ● ● ● ● ●
Design	● ● ● ○ ○
Employee Development	● ● ● ● ● ●
Project Management	● ● ● ● ○
Training	● ● ● ● ● ●
Technical Support	● ● ● ● ● ●

## TECHNICAL SKILLS

Apple OS X Desktop Support	● ● ● ● ● ●
ITIL Ticketing System	● ● ● ● ● ●
Linux (Ubuntu / Debian)	● ● ● ● ○
Microsoft Office Suite	● ● ● ● ● ●
Mobile Device Support	● ● ● ● ● ●
Networking (Wireless, VPN, etc)	● ● ● ○ ○
Server Administration	● ● ● ○ ○
Windows Desktop Support	● ● ● ● ● ●

## WORK EXPERIENCE

### Manager, Student Technology Services (January 2008 - Present)

Information Technology Services - University of San Diego, San Diego, CA

- Manage team of 30 - 45 student employees (7.5 FTE) providing support for 33,000+ users in a BYOD environment
- Serve as project manager for various projects, including implementation of asset database, KB integration with ITS website, & Network (move-in weekend tech support for new students). Developed budgets, supported key stakeholders, and managed vendor relations
- Train employees on various subjects, from basic TCP/IP networking to advanced file recovery
- Administrator of incident/service request management system BMC Footprints. Developed SLAs, escalations, metrics, and processes used throughout ITS department. Experience with other ITIL ticketing systems, including Zendesk, ServiceNow, and Spiceworks
- Serve as Tier III technical resource to campus around various technologies, including Java support on clients and remote management tools
- Deploy and support multiple servers for testing of services, including Windows 2008 R2 / 2012 and Debian Linux in virtualized environments
- Program and maintain multiple web applications & integrations between ticketing system, MySQL database, account systems & telephony
- Produce innovative and interactive booths on a budget to educate users on IT security and IT services
- Wrote or updated 100+ knowledge base articles. Ran over 350 hours of structured training for technicians, plus countless hours of 1x1 support
- Built mobile-friendly tools to improve data collection of technicians in the field
- Reduced average wait time for computer repairs by 2.5x

#### TECHNOLOGIES USED AND SUPPORTED

- Adobe CS Suite
- Microsoft Office Suite 2010/2011/2013
- Acronis for desktop imaging
- Oracle HR and Financials
- Windows XP / 7 / 8 / 8.1
- Apple OS X 10.6-10.10
- Juniper VPN
- Aruba Wireless Network
- Dell K1000 Management System

### Program Manager (May 2007 - December 2007)

Information Technology Services - Washington State University, Pullman, WA

- Managed day-to-day operations of Student Computing Services, a department of 120 student employees in various positions, including Human Resources, Graphic Design, Public Relations, Management, & Programming
- Provided technical support, training, and labs to WSU's 16,000+ students
- Project manager for Connected Magazine, a Dell-sponsored publication with documentation and technical articles for WSU's 16,000+ students
- Project lead for unification of student help desk with faculty/staff help desk

## **Help Desk Tech Coordinator** (August 2003 - May 2007)

*Information Technology Services - Washington State University, Pullman, WA*

- Managed student technology help desk with approx. 20 student employees, providing technical support to 16,000+ students
- Assistant administrator to Cisco Clean Access server
- Created/maintained user documentation project with MediaWiki
- Planned and implemented mailing list replacement Mailman

## **VOLUNTEER EXPERIENCE**

### **Marketing Coordinator** (May 2013 - January 2015)

*San Diego Makers, San Diego, CA*

- Led a team of 30 volunteers marketing the inaugural San Diego Mini Maker Faire while serving on advisory board for event
- Coordinated communication and day of activities at the fair with 5,200+ attendees
- Ran social media campaigns to increase awareness, including "Make a BUZZ!" to spread flyers across county and blog posts with Qualcomm
- Supported makers in Balboa Park museums for STEAM Family Day 2014
- Developed text messaging alerts and mobile site to engage attendees during the faire
- Volunteered at TedXAmericasFinestCity 2013, launching paper rockets with attendees while promoting STEM
- Taught an introductory course of embedded systems programming

### **Mentoring Advisory Committee Member** (November 2012 - November 2014)

*SIGUCCS, Nationwide*

- Ran inaugural mentoring program for professional organization, with 60 mentors & 60 mentees over the two years.
- Designed and presented poster for SIGUCCS yearly conference

## **PAPERS & PRESENTATIONS**

*"5 Years of Google Apps", Google for Education Symposium, October 2014*

*Student Employee Webinar, August 2014*

*"Are Students Part of Your Team? It's more than just wages!", SIGUCCS Presentation, Fall 2011*

*"Unifying the ITS department through Ticketing", SIGUCCS Presentation, Fall 2011*

## **EDUCATION**

Bachelor of Business Administration - Marketing

*University of San Diego*

## **CERTIFICATIONS**

ITIL Foundations v3

PMP (In Progress)