

Mark A. Rocco

Oldsmar, Florida

727-519-3758

Rock@RoccoPro.com

<http://www.RoccoPro.com>

CERTIFICATIONS:

Cisco Systems, Inc:

- CCNA

Microsoft Corporation:

- MCP - Windows NT Server
- MCP - Windows 2000 Pro
- MCP - Windows XP Pro
- MCTS - Windows 7

CompTIA:

- A+
- Network+
- Security+

EDUCATION: BS - Computer Information Systems, Excelsior College, 2006 (3.72 GPA)

PROFESSIONAL TRAINING:

- Microsoft Exchange Server 2013 (45+ Hours), LaSalle Computer Learning Center, Tampa, FL; 2014
- Cisco Certified Network Associate (50+ Hours), LaSalle Computer Learning Center, Tampa, FL; 2012
- Microsoft Windows Server 2008 (120+ Hours), LaSalle Computer Learning Center, Tampa, FL; 2012
- Microsoft Exchange Server 2010 (40+ Hours), LaSalle Computer Learning Center, Tampa, FL; 2012
- Microsoft SharePoint 2010 (60+ Hours), LaSalle Computer Learning Center, Tampa, FL; 2012
- SharePoint Development / Site Administration Course (40+ hours), Kirtland Air Force Base, NM; 2009

HIGHLIGHTS:

- Eight years of meritorious service in the Marine Corps Infantry with combat decorations and six years of meritorious service in the Air National Guard Security Police (both Honorable Discharge)
- Exceptional Project Management skills related to small company, Information Technology projects
- Outstanding supervision, initiative, communication, trainer, attention to detail and organization skills
- Can multitask, deal with high operations tempo and follow assignments to successful completion
- Classroom Instructor - Considered hallmark is herald skill in communicating technical information to non-technical users
- Team Builder, Team Leader, Team Member, sincere ability to work effectively with others in many roles
- Highly successful Local Area Network (LAN), server, PC, and printer troubleshooting mentality
- Mastery knowledge of software / hardware installation, operation, testing, troubleshooting and repair
- Extremely skilled in the installation, troubleshooting and support of ALL Microsoft Operating Systems
- Have attended nearly 400 hours of formal, instructor led Information Technology training with emphasis on Microsoft Windows Servers since 2009
- Experienced with wireless communication to include networking and wireless router / AP configuration
- Webmaster of two currently active web sites and a blog
- Excellent with Active Directory, NTFS, Remote Administration, Backup Technologies, Storage Technologies, Documentation, HTML, BYOD Support, and numerous business/Internet related software and devices

EXPERIENCE:

- 2015-Present: Adjunct Classroom Instructor, LaSalle Computer Learning Center, Tampa, Florida
- 2015-Present: Technology Consultant and "Instructor for Hire"
- 2012-2015: Systems and Network Administrator, Odyssey Marine Exploration, Tampa, Florida
- 2012-2013: Student, LaSalle Computer Learning Center, Tampa, Florida
- 2011-2011: Configuration and Deployment Troubleshooting Team, MacDill AFB, Florida
- 2010-2011: Resident Assistant For Golf Course Operations, Andersen AFB, Guam
- 2007-2009: Lead Systems Administrator, Edwards AFB, California
- 2004-2007: Hardware and Network Specialist, Wright Patterson AFB, Ohio
- 2001-2003: Field Service Support Engineer, Edwards AFB, California
- 1999-2001: Systems Engineer and Computer Skills Classroom Instructor (Lead), Cabot, Arkansas
- 1994-2000: Security Forces Team Leader, Air National Guard, Burlington, Vermont
- 1986-1994: Sergeant of Marines, Infantry Platoon Sergeant, Camp Pendleton, California

EXPERIENCE (DETAILED):

YRS	DESCRIPTION
18	Combination of civilian and military supervisor and management experience
16	Active Directory: participated in, oversaw object creation/deletion and rights/share permissions
16	Installed, maintained and troubleshot software, to include operating systems, applications and/or systems software on server, desktop and peripheral devices
16	Installed, maintained and troubleshot hardware and communications devices
16	Local Area Network (LAN): Planned, Installed, Tested and Troubleshot
16	Supported all aspects of Microsoft Outlook Mail, to include installation, configuration, patches, upgrades, training end users and interfacing with Microsoft Exchange
16	Supported all aspects of printing / scanning
16	Managed trouble tickets, fixing most immediately or used procedures to transfer to adjacent or high level of support for resolution
16	Developed, reviewed and edited documentation to include the preparation and/or maintenance of technical and/or administrative operational procedures
16	Identified customer software needs (to include version and licensing issues)
16	Researched, established, monitored and enforced training requirements
16	Prepared and revised procedures, operating manuals and instructions
16	Participated in the planning and implementation of the refreshing of equipment
16	Ensured proper security of computer hardware, software, passwords and databases
16	Dealt with computer viruses and malware
16	Researched, obtained, and installed Dell and HP warranty replacement parts for all hardware and maintained superior vendor relationships with all others
16	Conducted inventory in receiving of equipment and maintaining inventory records
09	Managed IT Projects
03	Administered Microsoft Exchange 2007 and 2013

05/2015 to Present

Adjunct Classroom Instructor / Technology Consultant

Adjunct Classroom Instructor - LaSalle Computer Learning Center, Central, Florida

- Supervisor: Kasandra Perez, 888-482-6877

Technology Consultant - Self Employed, National

- Classroom instructor for Windows 7, Security+, Network+, A+ and Microsoft Outlook
- Project Management
- Available Technology Consultant

04/2012 to 03/2015

Systems and Network Administrator

Odyssey Marine Exploration, Tampa, Florida

Supervisor: John Longley, 813-876-1776

- Supported three local sites and multiple ships around the globe by administering 16 Windows servers, VMs, 150+ Active Directory accounts and all the technology that surrounds them
- Project Management
- Administered Windows 2003 R2, 2008 R2 and 2012 R2 servers
- Planned and Conducted backups of pertaining networked resources
- Planned and Implemented solutions pertaining to storage

ACHIEVEMENTS FOR THIS POSITION:

- *Implemented successful NAS and DAS storage solutions across entire company, saving tens of thousands of dollars over unnecessary and costly SANs*
- *Researched, Configured, Tested and Deployed Equipment in excess of \$300K to corporate and ships since April 2012*
- *Conceived, Planned, Executed a "SURGE" to a ship with several technicians and large amount of equipment, designed to eliminate all IT single points of failure and ensure a successful one year expedition to South Pacific*
- *Fifteen trips since April 2012 in support of multiple ships and their server, storage, networking and backup needs*

01/2012 to 01/2013

Weekend / Evening Student

LaSalle Computer Learning Center, Tampa, Florida

- CCNA, Cisco Certified Network Associate (50+ Hours)
- Microsoft Windows Server 2008, Server Admin (120+ Hours)
- Microsoft Exchange Server 2010, Configure (40+ Hours)
- Microsoft SharePoint 2010, Configure (60+ Hours)

09/2011 to 10/2011

Configuration and Deployment Troubleshooting Team Member

Temp Six Week Government Contractor: Innovative Employee Solutions / SAIC at MacDill Air Force Base, Florida
Supervisor: Andrew Bruza, 813-529-6419

- Team Member, troubleshot configuration and deployment issues pertaining to a mixture of virtualized thin and thick clients on five different fiber optic networks after deployment team puts equipment in place
- Majority of issues related to connectivity, image compatibility and security regulations that separate the five secure networks
- Installed, troubleshot multifunction printing devices
- Assisted with the upgrading of CAT-5 network cards and cable drops/patches/runs to gigabit fiber optic

ACHIEVEMENTS FOR THIS POSITION:

- *Promoted from Deployment Team to Troubleshooting Team during first week on this project.*

01/2010 to 06/2011

Resident Assistant For Golf Course Operations

Volunteer: Palm Tree Golf Course at Andersen Air Force Base, Guam
Supervisor: Patrick Moad, 671-888-9805

- Project Management
- Assisted with wireless connections for computer users, in the Palm Tree Golf Course wireless hot spot
- Audio technician for Palm Tree Golf Course sound system
- Consulted on karaoke equipment selection
- Driving force behind the creation of a Volunteer Program at Palm Tree Golf Course becoming first member of the Volunteer Program Team
- Supplied creative input for sponsored dinners resulting in weekly sellouts
- Supplied marketing input for reaching organized groups on Guam, resulting in increased attendance and revenue
- Assisted with events coordination
- On call during tournaments for broken cart recovery and immediate replacement
- Staffed the driving range one day a week, worked with local golfers
- Ensured that cart fleet was in proper position at end of the day

ACHIEVEMENTS FOR THIS POSITION:

- *Responsible for generating over \$1000 per month with innovative ideas, to include weekly driving range contests and Saturday evening "Grilled Steak Nights."*
- *Championed a golf ball recycling program that resulted in the recovery of over 100 golf balls per week.*
- *Spearheaded a volunteer program to cover various labor shortages for course.*
- *Contributed the selected floor plan for the conversion of an outdoor patio to a dining area.*

08/2007 to 08/2009

Lead Systems Administrator

Government Contractor: Diligent Consulting, Inc at Edwards Air Force Base, California

Supervisor: Steven Russell, 505-977-0530

- Led a team that provided award winning support and systems administration for over 200 users located in four different cities in three different states
- SharePoint Administrator
- Led the Inventory Team and was the actual Account Owner for entire organization's IT equipment inventory (1000+ pieces valued at \$1M+)
- Provided support for Blackberries including user training and accounts on the Enterprise Server
- Prepared recommendations and reports related to all aspects of the information technology supported
- Routinely traveled from Los Angeles to support systems and customers in Atlanta, GA, Fort Walton Beach, FL and Albuquerque, NM

ACHIEVEMENTS FOR THIS POSITION:

- *Successfully tracked, maintained and upgraded 1000+ pieces of serialized equipment located in nine different buildings in three different states from 2007 to 2009. Equipment was valued in excess of \$1M and absolutely vital to support the mission of the US Air Force's Operational Test and Evaluation Center (AFOTEC).*
- *Managed the Project, Asset Inventory for AFOTEC. This special inventory corrected three years of lapsed inventory management and allowed halted government equipment upgrades to progress.*
- *Recognized for superior work as focal point for user and systems migration problem resolution, Kirtland AFB, New Mexico to Edwards AFB, California from 2007 to 2009.*
- *Promoted to Lead Systems Administrator in spring of 2008.*

02/2004 to 02/2007

Hardware and Network Specialist

Government Contractor: RS Information Systems at Wright Patterson Air Force Base, Ohio

Supervisor: Gregory Weinberg, 937-255-0483

- Member of a 12 person Information Technology team that supported 700 users in four different buildings
- Primary duties were that of Blackberry Administrator and Video Teleconference Administrator (VTC)
- Secondary duties consisted of senior help desk support, SharePoint admin, inventory and special projects
- Created and issued the documentation for training classes covering different applications on many information management systems
- Involved in the analysis of computer systems and equipment
- Created and supported intranet websites and HTML documents

ACHIEVEMENTS FOR THIS POSITION:

- *Awarded meritorious monetary bonuses for BOTH award periods in 2005, and one in 2006 as rewards for winning the semi-annual "Delight The Customer" award.*
- *Recognized for creating a vaunted Video Teleconference (VTC) scheduling solution; de-conflicted 100 users.*
- *Reverse engineered a database fed, weekly meeting website (creator left organization without leaving documentation) and then enhanced it to fit new director's needs.*
- *Honored by being featured in RS Information Systems (RSIS) company magazine (quarterly publication) for community service involvement from 2003 to 2006 for leading donation drives benefiting Marines in Iraq*
- *Developed and administered a "Tip of the Week" email newsletter for a 700 user organization.*
- *Assigned to all high profile projects and work involving senior ranking customers due to superior work ethic, punctuality and "can do" attitude.*

08/2001 to 06/2003

Field Service Support Engineer, Tier II + III

Government Contractor: CSC and Unisys at Edwards Air Force Base, California

Supervisor: Jonathan McCary, 661-275-0925

- Resolved escalated trouble cases involving problems associated with Windows 95/98, Windows NT and Windows 2000 desktop computers and laptops in a large enterprise environment of 8000+ users
- Supported Windows NT Servers
- Conducted desktop computer software installation and configuration
- Conducted network printer configuration and repair
- Supported Microsoft Office (97/2000/XP), installation and configuration
- Participated in the planning and implementation of large scale PC refresh projects
- Used numerous remote control solutions to support separated users

ACHIEVEMENTS FOR THIS POSITION:

- *Ranked in the top 20% from a pool of 50 peers in competition for 12 third tier slots in 2002 and promoted from the second tier to the third tier of support for all of Edwards Air Force Base, California.*
- *Leader in metric/reporting, successfully closing more tickets than peers over same period from 2001 to 2003.*
- *Awarded performance bonuses for every award period at highest award bracket from 2001 to 2003.*
- *Singularly supported 37 buildings with Help Desk support for six week period while two coworkers were gone.*
- *Routinely assigned as mentor to train new personnel, developed a shadow program for first two weeks of new employee training.*

06/1999 to 06/2001

Systems Engineer and Computer Skills Classroom Instructor

Computer Connections, Inc in Cabot, Arkansas

Supervisor and Owner: Cary Hobbs, 501-941-1352

- Participated in and supervised complete system builds to include desktop and server
- Participated in and supervised computer and printer repair to include shop and on site
- Conducted LAN planning, design and installation
- Conducted web site development and created and maintained HTML documents

ACHIEVEMENTS FOR THIS POSITION:

- *Promoted to Lead Technician over four other candidates in 2000.*
- *Given monetary raise for role as Chief Instructor, Course Developer and Marketer, pertaining to computer courses with subjects of PC, Microsoft Office, Internet and Web Site Design courses in 2000.*

04/1994 to 04/2000

Security Forces Team Leader

Vermont Air National Guard, VTANG South Burlington, Vermont

Supervisor: Christopher Poulin, 802-878-6487

- Team Leader: Small unit quick reaction force for all security issues at VTANG Air Base
- Responsible for and decorated for the supervision, training, discipline, and welfare of four team members

ACHIEVEMENTS FOR THIS POSITION:

- *Decorated with Air Force Achievement Medal for exemplary performance during the Vermont Air National Guard's Operational Readiness Inspection (ORI) in 1998 in the role of a Security Forces Team Leader.*
- *Decorated with Top Performer Award for exceptional performance during the Vermont Air National Guard's deployment to Silver Flag Alpha (Air Force Desert Warfare School) in 1997 in the role of a Security Forces Team Leader. Was awarded an hour long flight in an F-16 fighter for this achievement.*
- *Decorated as Honor Graduate from United States Armed Forces Military Police Academy in 1994.*

10/1986 to 04/1994

Sergeant of Marines: Infantry Platoon Sergeant

United States Marine Corps, Camp Pendleton, California

Supervisor: Lt Col James McArthur (location unknown)

- Responsible for and decorated for the supervision, training, discipline, and welfare of 65 Marines
- Attended/completed Jungle, Desert, Mountain and Urban Warfare Schools, 1986-1994

ACHIEVEMENTS FOR THIS POSITION:

- *Decorated three times with meritorious reviews and commendations for excelling at operations that were two pay grades above actual enlisted pay grade, from 1990 to 1992. One of the meritorious reviews was for filling an officer's position for a 30 day operation and excelling at it.*
- *Combat decorations for personal actions during Operation Desert Storm in the Emirate of Kuwait, 1991.*
- *Finished first place, meritorious (below the zone) promotion board for rank of Sergeant in 1990 and Corporal in 1987. Promoted to rank of Sergeant two years ahead of peers and Corporal three years ahead of peers.*
- *Awarded a highly prized slot and finished 9th out of 63 in nine-week "Combat Squad Leaders School" 1989.*

EDUCATION:

- Excelsior College: BS in Computer Information Systems, 2006; **3.72 GPA**;
- Arkansas State University: AAS in Computer Systems Technology, 2001; **3.68 GPA**;
- Community College of Vermont: AA in Liberal Studies, 1996; **3.8 GPA**;
- Butler Senior High School, Butler, PA; 1986 High School Diploma

OTHER INFORMATION:

- Have been routinely rewarded over the past 25 years for:
 - Supervision
 - Leadership
 - Communication
 - Work Tempo
 - Organization Skills
- Completed 26.2 mile Marine Corps Marathon, Washington, DC, 2000
- Completed 26.2 mile Air Force Marathon, Dayton, OH, 2006 (in combat boots)
- Completed Personal Survival Techniques Course (MARTPT-363)
- Spanish: Minimal (3 years High School, Military, 10 years California, 3 years Florida)
- Webmaster of two currently active web sites and a blog
- Held SECRET Security Clearance, 1994-2012 (currently expired)
- SOLID work ethic – I take ownership
 - Raised on a working farm in US North East
 - Outdoorsman, does not avoid dirt, sweat or challenges
 - High School Athlete, Football (Linebacker), Baseball (Outfielder), avid Golfer
 - Successful, respected US Marine
 - "Work Hard, Play Hard" mentality
 - Jeep Wrangler enthusiast
 - Most prominent hobby – Rock Concerts
- Professional Website with BIO - <http://www.roccopro.com/rock/rock.htm>