

**Mark Haas**  
Grass Valley, CA  
sierra.job.seeker @ earthlink . net

## **Objective**

Permanent / contracted employment in the Gold Country in Operations or Technology Management

## **Highlights and Qualifications**

Committed to long term company efforts • Outstanding customer-focused service skills • Efficient in working within a team or independent environments • Personal commitment to excellence, work ethics and reliability

## **Employment History and Experience**

### **Barrett Business Services, Inc., Sacramento CA, 2007- Feb 2008** **IT Manager / Internet-Web Designer**

Managed IT infrastructure of Windows 2003 Server, XP Home, XP Pro and Win 2000 computers at client location. Managed eBay, Craigslist and company website postings for vehicle and parts sales. Initiated Comcast Business Internet Services installation for new 15MB high capacity Internet connection. Managed ITrack database system from ISoft Data Systems. Performed data exports to Internet based, heavy-duty truck parts sales system.

### **Arcturus UAV, a subsidiary of Arcturus Marine Systems, Rohnert Park, CA, 2006-2007** **Materials Specialist / UAV Fabricator**

Managed materials and inventories for Unmanned Aerial Vehicle R&D and production facility. Coordinated inventory movements to and from prime contractors and sub-contractors. Engaged local vendors for custom fabricated parts. Created serial number schemes for products. Researched parts for purchase of latest technology parts for advanced R&D efforts.

### **Sunnyvale Windustrial Company, Sunnyvale, CA, 2003-2006** **Inventory Specialist, Shipping/Driver Supervisor, Delivery Driver**

Maintain inventory, pricing, reporting and purchasing activities for \$5M/10,000 item, national industrial wholesale company. Supervised drivers. Oversaw customer order fulfillment and delivery scheduling. Delivered orders to customers. Perform business opening and closing procedures. Expert lift-truck rating. DMV-D.O.T. Safety Certified.

### **Clockware, Sunnyvale, CA, 1999-2003** **Technology Manager, Tech Support Engineer, Operations and Facilities Manager**

Technology manager for internet database application systems. Liaison with engineering members to maintain product direction. Provided onsite and offsite customer support. Developed and maintained service agreements. Responsible for \$2M in AP and AR. Performed HR manager functions. Established business relationships. Sold and implemented products to small and Fortune 500 companies. Performed electronic marketing activities. Performed pre-sales tech-support. Produced demos for evaluations. Relocated office to more productive location.

**Internet Media Services Inc., San Jose, CA, 1998-1999****Operations Manager, Project Manager, Sales Engineer, Marketing Specialist**

Enterprise IS manager and developer for internet/intranet applications. Project manager for 10,000 user application. Wrote proposals for custom applications. Provided onsite and offsite support and training. Relocated offices to larger and nicer setting. Setup and maintained PBX, fax and computers. Established capital equipment purchases. Purchased office equipment. Hired employees and contractors. Established B to B vendor accounts. Managed marketing campaigns. Performed pre-sales tech-support.

**Truevision Inc., Santa Clara, CA, 1996-1997****Customer Service Manager, Data Analyst, Database Administrator**

Managed PC board repair tracking database. Coordinated video PC board repair center. Supervised department of eight hardware service technicians. Arranged executive level staff quality meetings. Performed QA on high-end PC video boards. Worked in hardware kit packaging, production and shipping. Performed international shipping.

**MicroPower Software, Cupertino, CA, 1995-1996****Positions - Operations Manager, Sales and Marketing Manager, Web Content Developer**

Opened and maintained remote office. Setup and maintained telephone, fax and computer systems. Developed final business solution proposals. Sold software products to small and Fortune 500 companies. Purchased general office equipment and furniture. Established authorized buyers in small and Fortune 500 companies. Developed interactive web demos of software and DBMS products. Sold consulting services on small, medium and large projects. Relayed technical pre-sales information to potential customers.

**Rae Technology, Cupertino, CA, 1993-1995****Software Quality Assurance**

Performed software quality assurance and evaluation for commercial software products. Collaborated with senior software engineering team members on testing guidelines and planning. Tested various aspects of product performance including installation, data importing and exporting, manual data entry, printing. Provided no-charge work and was not an official employee during this time.

**ACI US, Inc., Cupertino, CA, 1989-1995****Software Duplication Engineer, Inside Sales Rep, Database Administrator**

Initiated relationships in software development community. Developed production strategies for inventory systems. Performed cycle, monthly and full counts in hardware and software environments. Produced hardware kits and software packages from complex BOMs. Published worldwide online newsletter. Coordinated departmental inside sales. Sold software products to small, medium and Fortune 500 companies. Managed mail, email, web and fax campaigns. Published international newsletter. Sales engineer to potential customers. Generated sales leads. Produced software demos for customer evaluation. Coordination assistant for 10+ trade shows. Performed installation of new computers, OS, telecom, networks, and business software for employees, trade shows, and client demos in Windows, Macintosh and Sun environments.

**Education and Training**

De Anza College, Cupertino, CA, Computer Science, Mathematics, General Education, Auto Tech  
Monta Vista High School, Cupertino, CA, General Ed, German Language, Electronics, Auto Tech  
Pacific Bell Customer Service Training

## **Technology Background**

### **Operating Systems**

Macintosh OS6 to OSX, Microsoft Windows, SunOS Solaris, Red Hat Linux

### **Databases**

4th Dimension (4D), Oracle, Microsoft SQL Server, MySQL, Sybase, Informix, FileMaker Pro, JCVS

### **Accounting and Finance**

QuickBooks Pro, ManMan (for Manufacturing), Big Business, various Excel/Access applications

### **Hardware and Networking**

Pentium based PC's, Sun Workstations, Macintosh 680x0 through PowerPC, Palm and other PDA's.

### **Administration**

PC Anywhere, Remote Admin, Telnet, Retrospect Remote Backup, SQL Server Backup tools.

### **Networking and Protocols**

High speed T1/DSL/ISDN ordering, install and test RJ-11 & RJ-45 / CAT5 network cabling and hardware, modem and fax-modem set up and installation, HTTP, HTTPS, POP3, SMTP, FTP, NTP, NNTP, DHCP, PPTP, DNS, TCP/IP, ODBC, IMAP, RPOP, LDAP, others.

### **Security**

SSL certificate specs and ordering, PGP, VPN, SonicWall firewall.

### **Productivity**

Siebel Call Center 6.0, Microsoft Developer Network (MSDN) Universal (most all of Microsoft Products,) Act!, Online, shipping and tracking systems (from FedEx, UPS and USPS), SalesForce, numerous calendar and personal information managers, computer-based fax server software

### **Communications**

Eudora, Outlook, CommunicatePro, Sendmail, Netscape Communicator, other misc. email clients and email servers, Altigen PBX software and hardware

### **Web Software**

Netscape Application Server (NAS) 2.1, iPlanet Application Server (iAS) 4.0 and 6.0, Apache, Microsoft Internet Information Server (IIS), Tomcat, WebStar, WebLogic

### **Graphic Arts and Documentation**

Adobe Photoshop, Adobe Acrobat and Reader, HTML (raw editing), Macromedia Dreamweaver, Virtus Walkthrough Pro, SolidWorks, numerous document layout programs, various photo and image editing programs