

Mark S. Gray



Objective

I will contribute greatly in a Development Team effort to continually improve and evolve existing software and to envision and build successive generations of software to meet future needs.

Experience

07/2006 to Present Results Direct Tucson, AZ

Client Support Specialist, Tier 2 (07/2009 to Present)

- Troubleshoot and isolate ColdFusion, HTML, T-SQL, JavaScript and CSS issues and resolve or collaborate with other developers to resolve
- Install, configure, update and create additional functionality to CMSPlus®, a content management system built on MSSQL, IIS and Coldfusion/BlueDragon .NET
- Perform QA for programmatic and user interface changes to application installations and provide feedback to the Development Team developers
- Create and enhance documentation and training materials, coordinate resources to resolve issues in installation of applications, including troubleshooting and recommending adjustments to SQL, IIS and ColdFusion/BlueDragon .Net Servers to increase performance and stability

Senior Systems Administrator (07/2006 to 07/2009)

- Automated many administrative tasks using wide variety of scripting and programming techniques, including .Net and C#, to improve consistency of reporting and stability of network and systems for which I received a monetary award
- Provided application support, documentation and training in a high-availability environment; monitored and responded to systems and network issues

10/1999 to 07/2006 Automation Centre Tucson, AZ

Systems/Network Administrator

- In a software development company, plan, install, integrate, test, document, maintain and administer servers, clients, network and wireless network hardware in support of development
- QA and deliver two suites of applications, including a CRM, on Lotus Notes and on IIS/MSSQL
- Troubleshoot and isolate code, HTML, T-SQL and CSS issues and resolve or collaborate with other developers to resolve
- Maintain, update and distribute shared, integrated suite of applications

03/1998 to 09/1999 Sunquest Information Systems Tucson, AZ

Systems Software Specialist

- Install, document, train, and QA shared, integrated custom applications in IIS and MSSQL
- Troubleshoot and isolate code issues and resolve or collaborate with other developers to resolve

03/1997 to 03/1998 VA Medical Center, Big Spring Big Spring, TX

Site Manager

- Plan, install, integrate, QA, document, maintain and administer server and network hardware & software, train junior team members as well as orient management and senior staff on new hardware and software platform
- Maintain and update shared, integrated applications in MUMPS/Cache multi-user environment
- Troubleshoot and isolate code issues and resolve or collaborate with other developers to resolve

04/1996 to 02/1997 Pima County Justice Courts Tucson, AZ

Systems Programmer

- Plan, install, integrate, test, document, maintain and administer VMS servers and network hardware & software with focus on upgrading to latest technologies
- Evaluate shared, integrated applications and enhance hardware and network to meet evolving needs
- Troubleshoot and isolate code issues and resolve or collaborate with other developers to resolve

08/1994 to 04/1996 Sunquest Information Systems Tucson, AZ

Systems Operator I/II

- Test, document, maintain and administer UNIX & VMS servers and network hardware & software with focus on automation of administration tasks through scripting
- Maintain, update, monitor, and create distributions of application in MUMPS multi-user environment

04/1990 to 03/1994 VA Medical Center, Tucson Tucson, AZ

Mainframe Operator I/II

- Test, document, maintain and administer VMS servers and network hardware & software with focus on automation of administration tasks through scripting and updating to latest technologies
- Maintain, update and integrate shared applications in MUMPS multi-user environment

06/1980 to 04/1990 US Army, Military Intelligence International Locations

98G3LRUJ2/Russian Linguist

- Promotions from E-1 to E-6, all with waivers for time-in-grade and time-in-service
- Held positions of Team Leader, Squad Leader and Platoon Sergeant with as many as 15 direct reports
- Completed Primary, Basic and Mid-Level Non-Commissioned Officer Leadership Courses
- Detailed information provided upon personal request