Mark W. Vick, MCP, Security+ *10400 Flint • Overland Park, KS 66214 • (913) 599-6786*

CAREER OBJECTIVE
To obtain a position with a progressive organization which will utilize my problem solving skills, extensive experience with computer hardware & software, computer programming, mentoring skills and cutting edge technology in order to increase productivity and profitability through better design, security and automation.

COMPUTER BACKGROUND
- Extensive knowledge of ASP/.NET 1.1/2.0, Clarion, HTML, XML, Pascal, VB .NET/6/Script, MS Access, MDAC/ADO & SQL Server 7/2K/2K5. Web & Windows Services. Visual Studio 2K3/2K5, Visual Source Safe 6/2005. RS 2K/2K5 & Crystal Reports.
- Install and configure Windows 95/98/2K/ME/XP/NT 4/2K Server/SBS 2003 including most BackOffice products; Veritas Backup Exec, Verity UltraSeek, Omtool Fax Sr.
- Written complete packages under DOS, Windows 9X, NT, XP, 2000 and IIS.
- Design and build custom computer workstations, servers and other enterprise-level peripherals, internal SCSI, install backup and networking hardware, external SCSI RAID stack.

CSC, Inc. on Contract to DOET, CGSC, Ft. Leavenworth (October 2007-Present)
On contract to the Directorate of Educational Technology (DOET) as a Senior Web Developer and Database Administrator responsible for the Faculty & Student facing web applications Central Information System (CIS) and Student Management System (SMS) which is the System of Record for all grades for 5,000+ students attending the Command General Staff College (CGSC) and Satellite campuses each year. Supported Registrar's Office and Directorate of Distance Education (DDE) as well as all students and faculty of the college.
- Currently holding Federal Secret Clearance (Level II).
- Monitor, patch, update and secure Web & SQL Servers to government standards.
- Increased performance of web application by 200%, mitigating crashes during high usage.
- Update technologies as needed: Migrating from .Net 1.1 to .Net 2.0; migrating from SQL 2000 to SQL 2005.
- Support Registrar, DOET & DDE, while continuing to improve system performance and adding automation.
- Added localization for WHINSEC, an army college teaching the common core completely in Spanish.
- Created Dashboards in Sharepoint for senior management to check on school year status and registration.
- Integrate SMS and SOCS-R applications with Blackboard & Provost.
- Completely automated the process of Nelson/Denny & Prentice Hall exam results generation.
- Automated a number of processes via Windows Services, offering improvements on work-flow and business procedures where applicable. Working on an all-encompassing process workflow to identify future projects.

Midland Loan Services, Inc. (July 2005-March 2007)
The largest commercial loan administrator, with roughly $250 Billion under management for MLS and a variety of other clients, with various degrees of servicing levels – wholly owned by PNC Bank.

PM&D Enterprise Developer (February 2007)
Transferred to the Enterprise Development Team, which develops and maintains Midland's flagship product: Enterprise. E! is a massive commercial loan servicing web application for handling the servicing of commercial loans. It is written using .NET 2.0, SQL Server 2005, VSS 2005 and Web & XML Services. Visual Studio 2005 is used to write and test.

Team Lead (March 2006)
Promoted to Team Lead of the Treasury Application Team, which handles all Treasury and most Internal applications, overseeing 4 employees directly. Jointly responsible for general architectural design from a high level, including SQL, Security, Code Reuse, Documentation and best practices. Responsible for triage of help desk tickets, enhancements of existing applications and doling out these items to each team member. Major projects are steered via a Top 10 list.
- Maintained top 10 list, performed code reviews & wrote performance reviews.
- Developed the MidlandBase class, a class of common functions that many internal application inherit.
- Offered input on various enterprise-level functions: Security, database structure & implementation, code management and project management.

VB .NET Programmer III
Part of internal applications team in support of Treasury software, which interacts with the MLS Enterprise software, an application that handles the full life cycle of commercial loans. Comprising over several dozen supporting applications written in Access,

FoxPro and VB6, our group was in charge of re-writing everything in VB .NET 1.1 (VS 2003) against SQL Server 2000. I also handled Code Management utilizing dual VSS 6.0d instances and Cruise Control.

- ACH calculation, consolidation and file creation – handles hundreds of millions in bank transfers daily, in accordance with NACHA requirements, creating the files for various banks (US and Canadian). Report created in Reporting Services notifying of when wires must be used instead of ACH.
- Check Writer Application – grabs check data that has approval and prints the checks. Purchased Payformance which handles the form layout, but wrote all of the data feed, status updating and implemented the security procedures around approvals of the checks, the stock, magnetic ink, etc.
- BAI Preparation – currently in the middle of re-vamping all Bank Administration Institute file import, consolidation and export, integration with Pilot 5 and allowing for automatic processing of this data and reconciliation of bank accounts.
- Money Movement System – general application used by approximately 150 users to handle movement of cash behind the scenes between banks based on the loans and when and where the money needs to be in order to clear. Any floating cash is swept nightly into overnight deposit via ACH/wires.
- Developed the Security Authorization Facility (SAF) – meant to be a general application to hold security, database connections and other roles & privilege levels by client, user and application, to be administered by each application owner.
- Central Receipt Processing – rewrote front end significantly, adding multi-user support, transaction processing, automatic timeout retry code, as well as logging and error handling and a variety of new features requested by the business to ease processing and automate some of their daily tasks.
- On-call support of nightly processing.

A.B.L.E. Inc. (July 2004-June 2005)

Creates practice exams and software primarily for the insurance industry.

Systems Programmer III

Performed extensive rewriting of the primary order creation/fulfillment software, as well as helping existing staff with standards, best practices and general understanding of .NET. Various duties included:

- Reduced creation time of monthly invoices from 3 days to 10 minutes, while adding several additional features to the process such as e-mails to salespeople, aging reports, detailed balances for accounting and eliminated wasted blank pages and unmailable invoices.
- Added true accounting practices to the database, so that accurate balances could be calculated. Payments could be applied by line item, instead of by account.
- Wrote credit card authorization API.
- Mentoring existing staff on various facets of programming and best practices.

MORGAN HUNTER CONSULTING SERVICES

Heartland SI

In concurrence with mentoring existing staff on VB .NET, developed a reporting web site in VB .NET (ASP.NET).

Genesis[10]

As a Senior Consultant for Genesis 10, I had a high level of responsibility in supporting the Kansas City office's infrastructure. This includes network wiring, HUB, router, phone system troubleshooting, wireless installation and configuration, desktop and service maintenance and installation, backup procedures, new user/printer/other hardware installation and configuration, and general enhancement of business processes to make the office more efficient and productive, such as Outlook Web Access.   I installed Verity UltraSeek 32 as a test, to index resumes on our network for faster searching capabilities. I registered, designed, developed and assembled the hardware for our local office's web portal on Windows 2000 Server, including 100% of the hardware, backup and UPS. In addition, I am on call to answer any questions or help resolve any issues for all Kansas City employees – even those working in other cities.

Promotional Resources, Inc. – Duration www.promotionalresources.com

Developed front office and back-end office portals for potential as well as existing customers to view a variety of products relating to promotional products. Each customer could customize a portion of the site as well as order items from Promotional Resources, and view items that are available to their account. Other work included handling e-mail, backup, database design and design and development of the web site, content, reporting, some hardware work, etc.   The initial web site was in existence, but we enhanced and extended the functionality.

Spectrum Economics, Inc. – Duration www.spectrumeconomics.com

Small company of doctoral-level economic professional expert witnesses. Performed a lot of internal work on the network, desktops and server, included tuning of desktops and applications and building their primary server, which is acting as their web

portal to the Internet and e-mail server. Performed upgrades to Router and LAN, as well as help, from time-to-time, configure their server with anything from service patches, system maintenance to a full O/S upgrade to Small Business Server 2003.

Technical Recruiter – April 2004 to July 2004

Responsible for deciphering requirements from client job-postings, in order to determine if we have a solid candidate for each position. Responsible for finding candidates when in-house candidates are currently committed; establishing initial contact and verifying that the candidate is available, qualified and interested.

- Review job postings assigned to me for initial cut.
- Search candidate databases in-house, Sendouts Pro, Monster, Dice, etc.
- Identify candidates that have corresponding skill sets, with sufficient background.
- Verify via e-mail or telephone that candidate is available, interested and has sufficient skills.
- Schedule flights, hotel accommodations and coordinate logistics of interview and airport times, sometimes transporting potential staff personally.

Senior Consultant on contract to *Peterson Manufacturing* – February 2004 to March 2004

Business Analyst/Developer

Streamlining software written in Visual Basic to control and receive status from robots used in the manufacturing of products. Includes re-design, development, documentation of the code as well as the mentoring of existing staff. Projects include error handling, strengthening flexibility of the software and improving performance. In addition, some re-design has been performed to ease the operator's job and automate recovery of specific error situations.

Senior Consultant on contract to *Sprint PCS* – August 2003 to December 2003

Business Analyst/Developer

Responsible for the streamlining and automation of a variety of procedures surrounding the verification process of the bill cycle management team. As issues are created, various systems are used to create and track these open issues. The process of tracking issues and ensuring proper closure of open items was a chore, as well as creating executive reporting on the number of issues, closures, trending analysis and verification that the issue was in fact resolved. Several source documents were used by various members of the team, and many inputs and outputs from, and to other teams were being managed completely manually.

- Current process comprised of dumps from various systems, which spanned from manual-entered numbers, to excel dumps by day from an issue tracking web site. Some data was presented via e-mail.
- Created a centralized database within Access to import all issues on a daily basis, so that any updates would be flagged. Any aging issues would then be e-mailed to the assignee after 7 days of inactivity. When an issue was closed in the primary system, the new system followed up with the user to verify that the issue was properly resolved.
- Created export functionality for reports that other teams expected in specific formats – one wanted the month's numbers in Excel, certain elements in specific columns. The user used to copy last month's spreadsheet and 10-key the new numbers in; now a month is selected, a button pushed and the spreadsheet is generated on the desktop.
- Some data comes from a log table in Oracle – the process consisted of logging into this table via Toad, exporting to excel, running some macros, then imported the finalized data into Access – this process was modified and automated to run at 5AM each morning, saving hours of processing "waiting" time by the user.
- A variety of excel spreadsheets that were used as graph generators were combined within this Access database so that trending reports could be generated. Rather than monthly reports in multiple files, reports could be run over any time period.

Senior Consultant on contract to *Sprint PCS* – January 2003 to July 2003

Business Analyst/Developer/Tester/Team Lead

Responsible in helping analyze, design, develop, document, test and implement a versioning system for the creation of price plans for an enterprise billing system. Responsible for a small team of developers as well as coded a section of the product utilizing VB .NET (ASP.NET), SQL Server and WinRunner to automate the process of entering a price plan to an existing system.

- Converted a manual process of e-mailing Excel Spreadsheets among various teams for their price plan input into a centralized, internal portal that acts as the source control for all versions of existing and new price plans, as well as offer the historical chain of who updated what, and when.
- Used VB .NET (ASP.NET) to add a reporting section within the portal that allowed users in the field to view the finalized price plans in a web browser in a table format, very close to Excel. Also allowed for the export of a price plan into the legacy Excel format, but with yellow highlighting wherever a data element had been altered from the prior version.
- Documented the current billing system from testing the live billing system and reading its PowerBuilder source code, so that the web site would act in exactly the same manner while entering a price plan.
- Worked with internal hardware/software groups to acquire, install and configure the Windows 2000 server, as well as an outside vendor, Mercury Interactive, to install, configure and use WinRunner 7.5 from the .NET application on the web server.

Senior Consultant on contract to *Lockton Companies* – January 2002 to December 2002

Documenter/Q/A Specialist/Developer/Business Analyst

Responsible in helping design, build, enhance, test and implement a variety of Accounting tools from custom-designed downloads from the Applied Management System. Responsible for budgeting process and consolidated reports, as well as the documentation of current systems and their migration to Timeline.

- Created DTS Packages and Stored Procedures needed to import, verify, scrub and map carrier population and claims data into a custom database layout for generalized comparative cross-company and cross-industry reporting.
- Designing, creating and implementing a variety of Crystal Reports fed via parameterized SQL Server 2000 stored procedures within a dynamically generated, custom web-based portal into Crystal Reports Enterprise.
- Helping to implement an instance of Timeline, which is a consolidated reporting tool that interfaces with Applied and migrates all the data into a consolidated SQL Server on a nightly basis, which relieves reporting pressure from Applied and allows Lockton to create custom reports not available in their current system.
- Working with Accounting department to implement reporting and consolidated reporting tools that will combine information from seven separate business systems across the United States.
- Designed, developed and helped to distribute several budgeting applications with Access front-ends so that budget managers could enter their budgets for the next Fiscal Year. This included Operational, Revenue, Co-Production and Payroll budgeting. Security was implemented.
- Designed, developed and implemented a System Downtime Tracking application which allows users to enter system down times, reasons and employees working on the recovery of those systems, so that monthly reporting of downtime can be generated based on city, system, user and reason for the system going down.
- Documented a multitude of Access tools which were developed by a prior member of the Lockton staff and subsequently made alterations to make them run more efficiently and in a much more automated fashion.

Senior Consultant on contract to *Sprint PCS* – January 2001 to December 2001
Business Developer/Developer
Responsible in helping design, build, test and implement telecom and equipment taxation within a customized version of Amdocs Ensemble Billing platform.

- Worked with tax department to determine best cost/benefit approach to various taxation scenarios.
- Assessed, wrote and edited documentation surrounding proper taxation and needed customizations.
- Populated all reference data for Amdocs and Sprint PCS Integration, System and Product test environments. Currently working with the business to verify results and coordinate bugs fixes with programmers.

Senior Consultant on contract to *H&R Block* – August 2000 to January 2001
Business Analyst/Developer/Team Lead
Provided support during analyze, design, build and testing phases of an Internet portal for customers to calculate and electronically file their Federal and State Income Taxes.

- Worked with Business and IT to Analyze, Design, Build and Test web-based tax calculation web site.
- Gathered and documented integration points across the various pieces of the site and Block's back office systems. This consisted of current in-house applications, custom in-house applications and third-party custom-written applications.
- Managed source code and database drops across various platforms during build/testing phases. Environments included Development, Integration, Scalability, Staging and Production.
- Designed and implemented automated web tool with which programmers submitted code drops and documentation for release notes.

EDUCATION
- University of Missouri, Kansas City
  B.S. Mathematics, 1995
- Member of American Mensa
- Microsoft Certified Professional (MCP)
- CompTIA Security+ Certified
- Actively working on MCAD
  Completed MS-2565, 2389 & 2663 and passed Exam 70-306.
  Completed MS-2524 & 2557, preparing for Exam 70-310.
  Completed MS-2030
  Completed Certified Ethical Hacking-Hacking & Countermeasures (CEH), CompTIA Security+ and Security Essentials (CISSP) classes.

REFERENCES
Available upon request.

ENTREPRENUERIAL

On my own time, I have been developing a commercial Internet application in Visual Basic .NET. In addition, I have worked on several jobs under a full and/or part-time basis, as well as offered a hand in a variety of charitable organizations:

- ## Zurich (June 2007)

Converted several thousand Word documents containing profiles on insurance agencies into an Excel spreadsheet for importing in Seibel. Accomplished the full life cycle of development of a single-use, custom application that read and digested these documents, determining their layouts, grabbing and deciphering the text, converting it into various data types and entering it into a SQL 2005 database. A few export queries were created to dump the final data into Excel format. The entire timeline was just over 2 weeks.

- ## Oak Park Elementary School Web Site (2004-Present) – Charity [link] [PTA link]

I am the web host for my daughter's school. I am responsible for updating the majority of the site, including recent stories, calendar, school menu, etc. While much of this is boiler-plate updating, the PTA does want to develop some new features, including creating e-mail capabilities to contact parents. This functionality is being developed on a separate site and handled with VB .NET (ASP.NET) and SQL Server. www.mvick.org/OakParkElemPTA/ - the site mimics the look and feel of the school site, www.smsd.org/schools/oakpark/.

- ## Buckingham Estates Home Owners Association Web Site (2004) [link]

Conversion of a static FrontPage web site into VB .NET (ASP.NET) with a SQL Server database, and move domain to new hosting company. Primary objectives were to allow staff and home owners a secured area for reviewing, adding and editing information via the web site itself. Added security and administration sections that allow for uploading of Meeting Minutes and other types of documents, created PDF versions of existing data and added new information to the site for use by residents. Added traffic counter and "# of current users" counter. The site is available by appointment. The board is reviewing the site and a new host has to be set up before the site will go live.

- ## Stock Analyzer (2004-Present)

After taking several classes on stock analysis, I have written a VB .NET (ASP.NET) program which web scrapes data on a daily basis, writing to a SQL Server. I can then run reports on the data to determine stocks with the most likely offering of upward pressure. I am planning on offering my stock selections at www.mvick.org when I complete the project, although many of my friends successfully follow my investment advice (as I do) currently. I will offer SQL Server Reporting Services reports that will contain the top 10 or 20 stocks on an on-demand basis. Utilizing Microsoft Web Services, I allow some functions to be executed by third parties over the Internet – a couple of friends attach to these components in applications they have created.

- ## Clocks America, Inc. (2004-Present) [link]

Designed and developed www.clocksamerica.com, in Visual Studio VB .NET (ASP.NET) on IIS against a SQL Server. The site offers the full line of Howard Miller desk, mantle, wall and Grandfather clocks, as well as some other Howard Miller items.

- ## Paperless Timesheet, Inc. (2004)

Designing and developing www.paperlesstimesheet.com, in Microsoft's Visual Studio VB .NET (ASP.NET) on IIS against a SQL Server. The site is designed to be used as a dynamic portal, by IT consultants, their companies and their clients, primarily for gathering time and expense information, allowing custom approval via multiple levels of management, as well as providing a plethora of tools for a scattered, mobile staff. Features include paperless timesheet and expense entry, approval and reporting, including not-submitted and historical reports, each client controls their own completely customizable portal, with malleable security roles and a host of modules that can be added, organized and re-arranged anywhere within the site.

- ## KC Golf Saver, L.L.C. (2004) - Charity

This is a two-man operation that sells a Kansas City Golf Saver coupon book for KC area golf courses; primarily 2 for 1 coupons. I helped them procure their domain name, select a hosting company, then built their site with FrontPage based on a design they created. I also helped them set up e-mail, FTP, PayPal integration and other business-related functions so that they could then manage their own site going forward. I keep myself available as a resource to them in the future, if necessary. www.kcgolfsaver.com

- ## EBay PCGS Coin Web Scraping Catalog (2004-Present) [link]

Originally written in VB 6, this program use web scraping techniques against EBay and identifies all the auctions for PCGS graded material and through string parsing. Then it deciphers the title to determine what type, grade, year and mint mark the coin is. I also grab the seller, buyer, opening bid, number of bids and return after the auction closes for the ending price. The data is placed into SQL Server 2000. Then, I can trend the prices of each coin, by other attributes. This program is currently being upgraded to VB .NET (ASP.NET) and final reporting will be offered for use by others on www.mvick.org through SQL Server Reporting Services.

- ## Making Smiles (2003) - Charity

Mr. Green devotes a good portion of his personal time and profits to helping others, and decided to create his own organization. I helped him get a site going for his initiatives. I registered, planned, designed and built www.makingsmiles.net in November of 2003 in Microsoft FrontPage 2003 under Gary's direction and approval.

- ## Driving 4 Bruce (2003) - Charity

Maintained and updated their web site www.driving4bruce.org while they drove a golf cart from KS to CA. The site was written in FrontPage 2003.

- ## Trucker's Connection, Inc. (1999)

Designed and developed www.truckersconnection.com, in Microsoft VB/ASP/HTML on IIS against a SQL Server. This trucking industry portal was targeted to serve the owner operator and employee truck driver. Highlights of the site included the most complete accumulation of trucking industry links and a job recruiting and matching system that took the driver through a series of questions covering load types, areas of driving, team vs. single driver, owner of truck/trailer, etc., and matched those drivers to companies looking for those qualifications. Their contact information and stats were then sent to those companies that matched. Insurance was offered via a partner, as well as <yourname>@truckersconnection.com e-mail as a free service to those interested. The site was dismantled in 2000.