

Mark Havas

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Summary

Senior IT engineer with a strong customer relationship focus and over a decade of experience providing first and second level support across Networking, IT Security, Desktop and Audio-Visual support, including Mac, PC, Mobile devices, Active Directory/Exchange and Office 2010 to Office 365, networking, VOIP as well as IT training. ITIL certified with significant incident/service request + problem management and resolution expertise. Extensive skill in automation & simplification of processes.

Experience working across wide range of organisations from State-wide Education systems and large publicly listed businesses through to small and not for profit organisations.

Major strength is the combination of both technical understanding and working with people, and a strong client focus to find the root cause and the best solutions for the customer within agreed SLAs.

Strengths

- Excellent stakeholder and vendor management.
 - Ability to translate complex IT jargon into everyday English.
 - Outstanding customer service relied on as trusted advisor by internal and external stakeholders.
 - Proven track record of identifying issues and developing solutions most effective for both customer and business.
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Owner, Technical Mentor & Explainer in Chief

2018-

Tech Untangler

Responsibilities

- Ran my business providing first and second level desktop and server support for businesses who lacked a coherent IT support infrastructure.
- Built out corporate infrastructure (messaging, file sharing and collaboration) for expanding businesses.
- Mentored business owners to find, install and make use of the most appropriate tech for their business. Explained the benefits of technologies in a way that was simple, clear and added value for the business owner.
- Guided business owners through infrastructure upgrades ensuring that technical processes and business capabilities matched their needs. Allowing them to focus on their priorities, not tech.
- All new clients were through word of mouth. No marketing was done.

Key achievements

- Zero downtime migration of mail from web-hosted environment to Office 365 for strategy and planning organisation.
- Created a Standard Operating Environment (SOE) with automated software deployment for a solar sales team. User had 25 PCs with different operating systems, admin passwords, access levels and endpoint protection. Organisation now has enforced software updates, a standard admin password across all devices, managed endpoint protection and automated software deployment across all PCs.
- Automated asset management for an event and catering company so that the owner had visibility across all company devices.
- Detailed investigation of intermittent non-delivery of emails to support staff for an aviation superannuation firm. Resulted in resolution of 100% deliverability of emails.
- Security audit and recommendations for a nation-wide Physiotherapy, Ergonomics and Workplace Training organisation. Ensuring that data security was maintained across all staff and cloud access was appropriately managed for a balance of maximum security and ease of use.

Desktop & Audio-Visual Engineer

2016-2018

Domain Group

Responsibilities

- Provided second level desktop support for a mixture of hardware, software, web applications (legacy and off the shelf)
- Manage and track assets including a fleet of Laptops (Windows & Mac), iPads, phones and 4G data equipment
- Provide second + third level support for G Suite enquiries across the organisation and team.
- Maintain Audio Visual & Video conference equipment across 3 training rooms, 12 meeting rooms and 2 event spaces.
- Liaise with vendors and stakeholders to project manage successful upgrades, installations and repairs through to completion.

Key achievements

- Provided first class customer service to staff regardless of location. Evidence of this is visible in the recommendations section of my LinkedIn profile (<https://linkedin.com/in/markhavas>).
- Built and maintained strong customer relationships. Identified customer needs and delivered solutions resulting in high level of satisfaction. 93.1% of jobs rated 5/5 stars.
- Re-engineered & re-built unreliable conference/training room space to improve reliability by 77%. Worked with vendors and management to achieve these outcomes.
- Created documentation that his allowed Front of House staff to do basic troubleshooting without requiring IT Support. Resulted in an average of a 17-minute saving from problem to solution.
- First choice when Executive Leadership Team needed an issue resolved. Received direct requests from Executives for assistance as trusted support
- Automated the creation of accounts for G Suite/Gmail. Reduced account creation from four minutes to 30 seconds.
- Created documentation (including written documentation, animated GIFs and videos) which increased customer uptake of new tech by 25%.
- Reduced support calls by 73% and eliminated confusion in meeting rooms by reducing cabling to a single cable for display onto large screen and automatic detection of laptop or video conference.
- Worked with Messaging Architects to automate G Suite migration from one instance to another. Saved hundreds of hours of migration time and eliminated the need for human intervention.
- Mentored and trained staff to self-manage Audio Visual Systems increasing uptime by 54%.

Service Desk, Desktop & Network Support

2008-2015

Catholic Education Office Melbourne

Responsibilities

- Provide 2nd level networking support to school technicians at Victorian Catholic Schools.
- Deliver high quality 2nd level Desktop Support to CEOM staff including videoconferencing & PC troubleshooting and machine imaging for deployment.
- Perform Account Management and access control via Active Directory and Exchange Management Console.

Key achievements

- Conceptualised, built and managed state-wide outage notification system enabling instant notification for 450+ schools.
- Saved the organisation \$18,000 per year through creation of mobile phone policies.
- Only 1st or 2nd level staff member granted access to school routers.
- Solved school VLAN and switching issues by logging into routers to troubleshoot and resolve connectivity issues. Saved school technicians on average 1.35 hours.
- Became the Subject Matter Expert when troubleshooting outages at Catholic Schools across Victoria & troubleshot WAN outages. Reduced troubleshooting from 5 hours to 15 minutes.
- Created and administered documentation systems used across several support teams.
- Created quick and simple solutions for non-technical school staff/management to install and use video conferencing system. Increasing uptake of Video Conferencing system by 39%
- Engineered software installation and scripting projects for Standard Operating Environment. Silent/automated installation of key software. Installation time reduced from 2.9 hours to 15 minutes & required no human interaction.
- Streamlined processes by creating templates for commonly repeated support requests saving time and increasing customer satisfaction saving 3-7 minutes per request.

Support Engineer & Field Technician

2005-2008

Quickknowledge

Responsibilities

- Installed new computer and networking hardware and software for retail partners.
- Configured Media Centre PCs and integrated them into home theatre systems.
- Provided Level 2 & 3 technical support to key business stakeholders and retail customers.
- Setup and maintained networking infrastructure (including routers, switches and wireless printers) for small business.

Key achievements

- Achieved 95% excellent satisfaction rating for customers who were visited onsite.
- Provided team leader support to night shift providing point of escalation for team and customers, resulted in 20% of customers' issues resolved at first call not requiring follow-up.
- Negotiated warranty support for end-users. Liaised between customers and suppliers to get the best result for the customer.

Proprietor

1996-2015

Havas Compu-Fix

Responsibilities

- Diagnosed, installed & configured IT hardware, software, mobile device & networking issues.
- Provided support for iOS & Android devices.
- Devised ethical solutions that resulted in many long-term clients.
- Provided on-site and phone-based support for business and home-based customers.

Key achievements

- Project managed client IT projects from start to endpoint.
- Educated clients with the most appropriate and cost-effective technology product saving anywhere from \$200-\$15,000.
- Successfully Troubleshot diverse computer software and hardware issues.
- Performed successful migration for non-for-profits to move to G Suite with 100% success rate.
- Lead & managed seamless migrations for not for profits from ISP email to Google Apps.
- Developed single remote-control solutions for home A/V systems using [Push Controls](#).

Qualifications

ITIL Foundations v3 (2010)
Cisco Certified Entry Networking Technician (CCENT)
Diploma of Information Technology (PC & Network Support)

Communication Course: Access to Power – Landmark Worldwide
Advanced Communication Course: The Power to Create – Landmark Worldwide

Volunteer

1st Ashburton Scouts – Parent Support Committee.
Parents & Friends Committee, Parkhill Primary School (2017-).
Fundraising team co-ordinator for CanToo (cancer charity) and completed my fourth half marathon in Autumn 2017.
Fundraising Co-Ordinator, Committee of Management, Ashwood Children’s Centre. (2013-2016)

Technical Experience

- Mac OSX Troubleshooting
- Mac Remote Management
- PC Troubleshooting
- PC Management
- iOS (iPad & iPhone)
- Android
- Cisco Routing & Switching
- Citrix Support
- WAN Networking
- Incident Management
- Managing SLAs
- Crestron A/V Equipment
- Extron Equipment
- Mobile Device Management
- Cisco Video Conferencing
- Active Directory
- Exchange Management
- Group Policy
- VMWare Virtual Machines
- Standard Operating Environment (SOE)
- Problem Management
- Working within SLAs
- Windows 7, Windows 8.1, Windows 10
- Office 2010, Office 2013, Office 2016, Office 365
- ITIL Certified
- TCP/IP, DNS, DHCP
- Hardware troubleshooting & maintenance
- Remote access (VPN)
- Documentation
- LAN Networking
- IP Telephony
- Managing tickets