

**Mark D. Adams**  
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## OBJECTIVE

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To work in a position where I can utilize my 14 years of experience with UNIX/Linux, information security, networking, training, and management to assist your organization in increasing productivity and quality of its services.

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## SUMMARY

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I have many years of experience managing and working in a highly technical environment with knowledge in a wide range of computers and software, security, networking, detailed analysis, problem solving, customer service, sales, graphic design, copy writing, and digital and optical imaging.

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## EXPERIENCE

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### **Data Analyst, ITHAKA**

Jan 2011–Present

- Configured and managed a 160 core Hadoop cluster with 1/4 of a petabyte of storage
- Programmed Extract, Transform, and Load (ETL) functions from Oracle SQL and MySQL
- As a lead analyst for the company, taught SQL, Hive, and Python to departmental analysts
- Identified input validation vulnerabilities in company's web applications
- Performed detailed analysis and deep data diving to provide business intelligence to the company

### **Technical Support Manager**, Greenview Data, Inc.

Sep 2003–Jun 2010

- Technical lead for assisting resellers and end users with implementation and the most advanced troubleshooting
- Configured and managed over 100 UNIX/Linux servers
- Architected enterprise wide plans for scalability, security, and redundancy
- Trained and mentored first and second level Technical Support Engineers
- Published technical documentation, whitepapers, and the company's security blog
- Invented, developed, and implemented patented systems to track spammers and increase filter accuracy by 300%
- Assisted with product planning and development
- Assisted in project management through planning and coordination of the department's assets, cost control, and by maintaining product and service quality

### **Technical Support Team Manager**, Cybernet Systems Corp.

Feb 2000–Mar 2003

- Technical lead for assisting resellers and end users with implementation and the most advanced troubleshooting
- Trained and mentored first and second level Technical Support Engineers
- Published technical documentation and whitepapers
- Assisted in project management through planning and coordination of the department's assets, cost control, and by maintaining product and service quality

- Initiated and completed the development of a web based ticket system to provide online product registration that was used for the tracking of all customer service and technical support issues
- As a member of the R&D team for several government contracts, evaluated technological needs and implemented evolving solutions to reach detailed specifications through product development and the application of current and upcoming communications and hardware technologies

**SPM/UNIX Client Services Support** , TSSi MicroSage/SchoolsOPEN

May 1998–Feb 2000

- Supported Progress® database applications by providing advanced networking, operating system, system administration and implementation consulting services to over 50 System Administrators and IT Professionals at our school district clients' sites
- Performed custom programming of Progress database applications as well as database administration
- Configured and deployed UNIX servers to new clients and provided them with administrative instruction and documentation
- Planned and implemented all operating system, Progress, database application, and subsystem upgrades for client sites, including the preparation of all client systems for the Y2K rollover

**Imagery/Country Analyst** , Department of Defense

Sep 1991–Feb 1995

- Supported missions, national crises, and mission planning with softcopy and hardcopy imagery products used by many decision-makers, war-fighters, and the intelligence community
- Selected to attend CIA held DOD classes for information systems security
- Coordinated and supervised the collection of imagery for specific countries important to the counter-narcotics and counter-insurgency operation, providing detailed text reports and hardcopy imagery products
- Initiated and presided over the automation of all country databases that the unit was responsible for by conceptualizing, writing, and implementing a database application to manage target databases and help in the exploitation of imagery. This program compiled over 8,000 theater wide targets, improved the over-all efficiency of the entire mission, and added capabilities that did not exist before, resulting in recognition by award of a service medal and decoration
- Maintained the UNIX systems and network services for our unit
- Selected for operational detachment, live fire exercises, and HQ emergency response unit

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## SKILLS

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**Hardware:** PC, MAC, and SUN workstations and servers, hubs, switches, routers, bridges, network media, network interfaces, HFO Light tables, Intergraph CAD Workstation and Photoscanner, infrared, panchromatic, radar, CCD, and digital-optical imaging systems

**Systems:** Networking (including Ethernet, Token Ring, IP, TCP/IP, CIFS, ESP, and Novell)

**Software:** DOS and UNIX (Linux, SCO, Unixware, DG/UX, BSDI, AIX, HP-UX, Solaris), Windows, SQL, UNIX Shell and Awk, Perl, Python, Apache Hadoop, Hive, Puppet, MarkLogic, Progress 4GL, IDA, OllyDbg, Apache, Sendmail, Qmail, HTML, ANSI C

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## EDUCATION

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- Cloudera Developer Training for Apache Hadoop
- MarkLogic Developing MarkLogic Applications
- College, training, and experience equivalent to a Masters Degree in Computer Science
- Florida State University (FSU) and Central Texas University (CTU)
- DOD US Army Imagery Analysis Course (USAICS)