Mark Wagner

IT TIER 2 & EXECUTIVE SUPPORT TEAM LEAD

✉ mfwagner1986@gmail.com   📍 Knoxville, USA   📞 865-237-9053

Profile

With over 18 years of experience in IT administration and technical support, I am a solutions-oriented professional with expertise in a wide range of corporate IT initiatives. My hands-on experience encompasses system development, network administration, and device support for diverse organizations. Proficient in all things Microsoft, SaaS, Identity Management, and MDM, I am adept at troubleshooting hardware and software issues, providing high-level executive support, and creating/running disaster recovery exercises. Additionally, I have a proven track record in user account management, DLM, documentation, and project coordination, delivering responsive client service and maintaining a calm, efficient approach under pressure. My technical skills include Windows server, active directory, virtualization, network security, and hardware/software installation and troubleshooting. My career has seen me excel in supporting end users and executives, managing multiple enterprise systems, and creating new business processes to save time and money. I have consistently demonstrated a commitment to excellence in customer service, technical support, people management, and I am highly motivated to take on new challenges and deliver high-quality results.

Employment History

Escalations Manager, Pliancy

September 2023 — Present

- Manages a team of 7 high level engineers
- Controls departmental budget, risk assessments, and security response
- 100% of self goals completed last quarter
- 80 % of team goals completed last quarter
- Leads Professional Services meetings regularly
- Works directly with the VP for Solutions Architecture and Change Management
- Works with all engineering departments on streamlining product implementation
- Continues to mentor engineers and consultants for IC level contributions
- Is a top billable manager in the company
- Restructured department to advance internal abilities and billing
- Created all new billing and escalations process and procedure
- Developed baseline standards for how to troubleshooting, audit, and bill
- Met 100% of team billable goals from a previous low of 50%
- Improved "One Touch" tickets KPI by 40%
- Decreased "repeat" tickets KPI by 55%
- Improved transparency in work and billing internally and with clients by 100%
- Saved the company over $270,000 over the last year via differential audits
- Improved training process for lower-level engineers and consultants
- Improved project completion by more than 100% over the last 12 months
- Developed new hiring process for less autocratic hiring approach
- Currently working to develop a one touch approach to all MDM across clients

Links

LinkedIn

Mark Wagner Info

Skills

Information Technology

Research

Administrative Support

Supercomputing

Customer Service

Conflict Resolution

Teamwork

Adaptability

Working Under Pressure

Blackbelt in Google-Fu

Time Management

Decision Making

Leadership

Problem Solving

People Management

Microsoft Products and Azure

Communication

Languages

English

Lead Escalations Engineer, Pliancy

October 2021 — August 2023

- Administration of all client systems (GSuite/Microsoft 365/Intune/Addigy)
- Ownership of Zendesk Process and Service Ticket product for all clients
- Documentation creation (60% more documentation since start date)
- Ticket Queue monitoring
- Implementation of improved baseline across all vendor systems
- Liaison between engineering departments and consultants
- Creation and ownership of new projects such as Client Zendesk Migration
- Mail flow restructure and configuration change across all clients
- Decreased missed tickets by 90%
- Automation of repetitive tasks improved by 35%
- Improved MDM Baselines for efficiency and training
- SentinelOne launch team and SME lead
- Okta configuration and admin maintenance for all clients
- 3500+ Tickets solved with decreased ticket volume and repeat offender tickets
- Training consultants concerning architecture and workflow
- SME for Intune/Addigy/Exchange/M365
- Configuration and setup of IDP applications
- Troubleshooting of client systems and applications at 2nd and 3rd tier levels
- Troubleshooting of SCIM/JIT provisioning issues and configuration
- Troubleshooting of SAML/OIDC/SSO/IDP/API issues and configuration
- Implementation of cross IDP connections
- Troubleshooting of networking issues (Meraki, GlobalConnect, Virtual PAN)
- AWS/Azure Networking setup and configuration
- AWS/Azure Implementation and troubleshooting for client environments
- Modification and maintenance of backend for clients and internal processes
- Worked as TechOps engineer assigned to Executive Onboarding new clients
- Works with Internal IT concerning issues and projects with internal workflow
- Auditing and recovery of client MDM certs and accounts (Addigy)
- Auditing of 365 CSP licensure and subscriptions
- Auditing of client program integrations
- Powershell and Azure CLI scripting for automations of onboarding tasks
- Custom solution creation for MDM, Cloud, or IDP program integration
- Supported Escalations team and created KPIs for performance adherence

Senior Technologist/Problem and Change Manager, UT Battelle/Oak Ridge National Labs, Oak Ridge

January 2021 — October 2021

- Support and assist Solution Center staff (Training, Questions, Scheduling)
- Facilitated completion day to day activities in Solution Center
- Assisted Group Lead and Task Lead on management duties
- Created policy and instructions for new procedures as needed
- Acted as main point of assistance for non-standard Software/Hardware
- Acted as VIP support and direct contact for unsatisfactory or dissatisfied surveys
- Served as interdepartmental envoy to boost ITSD internal communications
- Owned and controlled Problem Management for ORNL ITSD (ITIL Standard)
- Owned and controlled Change Management for ORNL ITSD (ITIL Standard)
- Ran down and researched advanced MDM issues
- Worked on NetReg (network registration system) testing committee
- Worked with ORNL Research Cloud team on ticket research

- Developed ELI5 documentation

Technologist, UT Battelle/Oak Ridge National Labs, Oak Ridge
March 2019 — December 2020

- Support and assist troubleshooting for Office 365 apps suite
- Hardware and software troubleshooting across all ORNL devices
- Remote and local configuration across all platforms (MAC OS/Windows/LINUX)
- Mobile device support, troubleshooting, and configuration (Secure Hub/Intune)
- Azure Active Directory and Server configuration
- Password and account assistance for multiple ORNL systems
- Remote assist, phone, and in person support
- Interdepartmental support in resolving support problems
- Multifactor Access Support (Yubikeys, VSC, Card Readers)
- Worked with internal development and researchers on upcoming technologies

Senior Analyst, Pilot Flying J, Knoxville
November 2014 — March 2019

- Installation, setup, and troubleshooting of:
  - Switches
  - Routers
  - Point of Sale
  - Automated shower system,
  - IP and Physical run cameras
  - Printers
  - ESXI SIS servers
  - Virtual machines
  - Fuel dispensers
- Create and edit learning documentation
- Perform diagnostics on and repair non-functioning equipment
- Lead New Store Openings for technology
- Worked with development, marketing, construction to create future efficiency
- Trained new employees
- Performed yearly field evaluations for department employees
- Managed IT Vendors in the field
- Project management for construction, IT vendors, and contractors
- SME for multiple items and phone support for field

System Administrator I&II, RMB Inc, Knoxville, TN
January 2013 — November 2014

- Created and implemented DELL KASE Imaging suite and base images
- Maintained Active Directory Database for existing and new employees
- Maintained all company and BYOD mobile devices (mobile and laptops)
- Maintained and updated all servers including:
  - File and Shared Drive Servers
  - Exchange
  - Corporate NAS
  - On and Off Site Backup Servers
- Physical installation and upgrade of new hardware and software on all machines
- WYSE terminals and Citrix troubleshooting across multiple vendors and VPN
- Worked daily tickets and phone support for issues

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Education

Associate of Networking and Computer Systems Administration , PSTCC, Knoxville

January 2010 — December 2012

- 3.8 GPA
- Dean list every semester attended
- A+/net+/Security certifications
- VP of Association of Networking and System Administration Spring 2012
- President of Association of Networking and System Administration Fall 2012

Cloud Computing, WGU, Online

2019

- Completed over 10 different certificate programs
- Multiple awards for excellence in classes
- Worked with Student Program Committee concerning lacking program area

Courses

CompTIA A+, CompTIA

CompTIA Network+, CompTIA

CompTIA Security+, CompTIA

CompTIA Cloud Essentials+, CompTIA

CompTIA Cloud+, CompTIA

CompTIA Project+, CompTIA

LE-1: Linux Essentials, Linux Professional Institute

ITIL Foundation Certificate in IT Service Management, AXELOS Global Best Practice

CIW Site Development Associate eCertificate, CIW

References

References available upon request