

## **Mark Haas**

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### **Career Objective**

A continuing career in technology and business management

### **Highlights & Qualifications**

Committed to long term company efforts \* Outstanding customer focused service skills \* Efficient in working in team or independent environments \* Personal commitment to excellence, work ethics and reliability

### **Education & Training**

A High-level Jr. College, CA, Computer Science, Mathematics, General Education, Auto Tech  
A High School, CA, General Ed, German Language, Electronics, Auto Tech  
Pacific Bell Customer Service Training

### **Employment History & Experience**

#### **Unmanned Aerial Vehicle Manufacturer, CA, 2006-2007**

Positions - Materials Specialist / UAV Fabricator

Managed materials and inventories for Unmanned Aerial Vehicle R&D and production facility / Coordinated inventory movements to and from prime contractors and sub-contractors / Engaged local vendors for custom fabricated parts / Created serial number schemes for products / Researched parts for purchase of latest technology parts for advanced R&D efforts

#### **Industrial Parts Wholesale Company, CA, 2003-2006**

Positions - Inventory Specialist, Shipping/Driver Supervisor, Delivery Driver

Maintain inventory, pricing, reporting and purchasing activities for \$5M/10,000 item, national industrial wholesale company / Supervised drivers / Oversaw customer order fulfillment and delivery scheduling / Delivered orders to customers / Perform business opening and closing procedures / Expert lift-truck rating / DMV-D.O.T. Safety Certified

#### **Application Software & Service Provider, CA, 1999-2003**

Positions - Technology Manager, Tech Support Engineer, Operations & Facilities Manager

Technology manager for Internet database application systems / Liaison with engineering members to maintain product direction / Provided onsite/offsite customer support / Developed & maintained service agreements / Responsible for \$2M in AP & AR / Performed HR manager functions / Established business relationships / Sold & implemented products to small & Fortune businesses / Performed electronic marketing activities / Performed pre-sales tech-support / Produced demo's for evaluations / Relocated office to more productive location

#### **Internet Development Company, 1998-1999**

Positions - Operations Manager, Project Manager, Sales Engineer, Marketing Specialist

Enterprise IS manager & developer for Internet/Intranet applications / Project manager for 10,000 user app / Wrote proposals for custom apps / Provided onsite & offsite support & training / Relocated offices to larger and nicer setting / Setup & maintained PBX, fax and computers / Established capital equipment purchases / Purchased office equipment / Hired employees & contractors / Established B to B vendor accounts / Managed marketing campaigns / Performed pre-sales tech-support

#### **Digital Video Hardware & Software Manufacturer, CA, 1996-1997**

Positions - Customer Service Manager, Data Analyst, Database Administrator

Managed PC board repair tracking database / Coordinated video PC board repair center / Supervised department of 8 hardware service technicians / Arranged executive level staff quality meetings / Performed QA on high-end PC video boards / Worked in hardware kit packaging, production and shipping / Performed international shipping /

#### **Database Software Developer, CA, 1995-1996**

Positions - Operations Manager, Sales & Marketing Manager, Web Content Developer

Opened and maintained remote office location for company / Setup and maintained telephone, fax and computer systems / Developed final business solution proposals / Sold software products to small and Fortune business / Purchased office equipment such as desks, chairs,

etc. / Established authorized buyers in small and Fortune business / Developed interactive WWW demos of software and DBMS products / Sold consulting services on small, medium and large projects / Relayed technical pre-sales information to potential customers /

#### **Database/Contact Management Software Developer, CA, 1993-1995**

Positions - Software Quality Assurance

Performed software quality assurance and evaluation for commercial software products / collaborated with senior software engineering team members on testing guidelines and planning / tested various aspects of product performance including installation, data importing and exporting, manual data entry, printing, provided no-charge work and was not an official employee during this time /

#### **Relational Database Software Manufacturer, CA, 1989-1995**

Positions - Software Duplication Engineer, Inside Sales Rep, Database Admin

Setup, trained and supported database users for remote sites / Initiated relationships in software development community / Developed production strategies for inventory systems / Performed cycle, monthly and full counts in HW and SW environments / Produced HW kits and SW packages from complex BOM's / Published worldwide online newsletter / Coordinated departmental inside sales efforts / Sold software products to small and Fortune business / Setup and managed mail, email, web and fax campaigns / Published international internal and external newsletters / Established authorized buyers in small and Fortune business / Relayed technical pre-sales information to potential customers / Generated leads through newsletters, faxes and user group meetings / Produced custom software demo versions for customer evaluation / Coordinated 10+ international trade shows / Perform installation of new computers, OS, telecom, networks, and business software for employees, trade shows, and client demos in Windows, Macintosh and Sun environments /

#### **Technology Background**

##### **Operating Systems**

SunOS Solaris, Macintosh OS6 to OSX, Microsoft Windows

##### **Database**

4<sup>th</sup> Dimension (4D), Oracle, MS SQL Server, MySQL, Sybase, Informix, FileMaker Pro, JCVS version control

##### **Accounting & Finance**

QuickBooks Pro, ManMan (for Manufacturing), Great Plains, Big Business, various Excel/Access developed tracking systems, Crystal Reports

##### **Hardware**

Pentium II, III, IV, Sun Workstations, Macintosh 680x0 through PowerPC, Palm & other PDA's, Dell, Hewlett-Packard, Compaq, custom ordered servers from specialized vendors, install & test phone & network cabling & hardware

##### **Administration**

PC Anywhere, Remote Admin, Telnet, Retrospect Remote Backup, SQL Server Backup tools, misc. systems management & monitoring software & services

##### **Networking & Protocols**

High speed T1/DSL/ISDN ordering, set up and installation, network cable wiring and testing, low speed modem and fax-modem set up and installation, HTTP, HTTPS, POP3, SMTP, FTP, NTP, NNTP, DHCP, PPTP, DNS, TCP/IP, ODBC, IMAP, RPOP, LDAP, others

##### **Security**

SSL certificate specs & ordering, PGP, VPN, SonicWall firewall, security service packs for numerous OS

##### **Productivity**

Siebel Call Center 6.0, Microsoft Developer Network (MSDN) Universal (most all of Microsoft Products,) Act!, Online shipping & tracking systems (from FedEx, UPS & USPS,) Salesforce, numerous calendar & personal information managers, computer-based fax server software

**Communications**

Eudora, Outlook, CommunicatePro, Sendmail, Netscape Communicator, other misc. email clients & email servers, Altigen PBX software & hardware

**Web Software**

Netscape Application Server (NAS) 2.1, iPlanet Application Server (iAS) 4.0 & 6.0, Apache, Microsoft Internet Information Server (IIS), Tomcat, WebStar, WebLogic

**Graphic Arts & Documentation**

Adobe Photoshop, Adobe Acrobat & Reader, AutoCAD, HTML (raw editing), Macromedia Dreamweaver, Virtus Walkthrough Pro, SolidWorks, numerous document layout programs, various photo & image editing programs, various training manuals