

MARK SILVERBERG

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EDUCATION

THE GEORGE WASHINGTON UNIVERSITY, School of Business Washington, DC
Bachelor of Business Administration, Management Information Systems May 2013
Coursework includes: Micro Economics, Calculus for Business, Statistics, Organizational Behavior, and Psychology

LIBERAL ARTS AND SCIENCE ACADEMY at L.B.J. HIGH SCHOOL Austin, TX
Diploma June 2009

WORK EXPERIENCE

SELF EMPLOYED Austin, TX and Remote
Freelance Technologist 2004 - Present

- Improve the use of technology at customer's location including network and computer set up; assist with hardware and software acquisition, web development
- Provide remote and on-site support for software including Windows, Microsoft Office, Adobe and Mac
- Clients have included an attorney, accounting firm, dress shop, home users

TERMINAL B, LLC Austin, TX
Information Services Intern (paid) June 2009 - Aug. 2009

- Assisted with customer support through the phone and an online ticketing system
- Maintained in-house network and server administration including hardware and software upgrades
- Aided management in introducing new ERP/CRM solution into company workflow; acted as management-employee liaison for adjusting to new procedures

SETON FAMILY OF HOSPITALS Austin, TX
Information Services Intern (non-paid) Sept. 2008 - Feb. 2009

- Received high-school credit for winter/spring internship through program, "Research Practicum"
- Simplified Cisco wireless IP phone deployment workflow through research; process adopted by team
- Programmed innovative project from the ground up that integrated project management, voice over internet protocol, and disaster recovery

AUSTIN INDEPENDENT SCHOOL DISTRICT Austin, TX
Senior Student Network Administrator, Summer Employment (paid) June 2007 - Sept. 2007

- Provided front-line support for school administrators, faculty, and students for on-campus technology
- Led student-run effort of installation and up-keep of three Dell servers and one Apple XServe

SKILLS / ACTIVITIES

Computers: R (Statistical Computing), Adobe InDesign, Microsoft Windows and Apple Server editions
Development: Ruby (with Sinatra and Rails), PHP, SQL, with experience in cloud computing/SaaS, and contest-winning voice/text/instant-messaging applications (unified communications)

Lead Designer, High School Literary Magazine, Austin, TX, 2008-2009

Lead Network Administrator, Student Technology Administrative Council, Austin, TX, 2006-2009

Technical Volunteer, Volunteer Healthcare Clinic, Austin, TX, 2007 - Present

Volunteer, Knowbility Inc., Austin, TX, 2004-2007

Interests include photography and traveling.