

# Mark Pierce

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**Objective** To be a gainful asset to any growing company with a computer oriented environment.

**Education** 1972-1974 St. Xavier High School Cincinnati, Ohio  
1974-1976 Roger Bacon H.S. Cincinnati, Ohio  
**Roger Bacon Graduate**

**Work experience** 2000-Present Mental Health America Covington, Ky.

## **Computer Tech**

- Responsible for two computer networks (25 total computers)
- Minor hardware repairs / upgrades (replace hard drives, CD-ROMs, PCI cards and install memory for upgrades)
- Installation of software on all computers used by staff or general public
- Administrative advisor involving upgrading of all new software and hardware
- Keeping all computers virus, spyware and malware free
- Formatting and reinstallation of Windows Operating System
- Networking setup and maintenance (wired & wireless)
- Webmaster for website/s (10 years of experience)
- Instruct and assist all employees with daily desktop publishing tasks
- Instruct and assist clients with difficult desktop publishing tasks beyond the abilities of staff
- Proficiency with Office 2003 / Windows 2000 / XP
- Experience with a Windows 2003 Server / Linux Server environment
- Setup / maintenance of a proxy to filter public internet access
- Daily data entry to databases for client logistics
- Assist in the production of a monthly cable TV show from Campbell County Community Media TV studio
- Occasional building maintenance tasks (painting or repairs)

**Self Employment** Present  
**Customer Service Tech / Webmaster**

- I service computers for people in my home and make house calls to troubleshoot the many problems encountered in using a home computer
- Webmaster for the nonprofits: [Recovery Network](#), [Northern Kentucky Homeless & Housing Coalition](#), [Kentucky Agency For Substance Abuse Policy](#), [NKY Alcoholics Anonymous](#).
- Professional web page for [Robert Lotz at Law](#)

**Community activities** Currently serving on the board for the Northern Kentucky Community Action Commission

**References** Rachael Winters, Program Director at Welcome House 859-431-8717

Nelson Tilley, Retired President of Local 44 Ironworkers 859-581-4695

Florence Tandy, Director of Northern Kentucky Community Action Commission 859-581-6607