

## **J. Mark Turner**

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### **Executive Summary**

A friendly, seasoned sales engineer and system administrator with strong technical, presentation, and relationship-building skills who is always willing to go the extra mile. An expert in network management, system administration, open source technologies, social media, and online security.

### **Technical Skills Summary**

- Sales Engineering: Product presentations, configurations, implementations, training, and proposals. Salesforce customization.
- IT: Technology selection, vendor negotiation, capacity planning, and disaster recovery.
- Systems Administration: Active Directory, Postfix, Apache, Tomcat, DNS, LDAP (OpenLDAP, iPlanet), SSO, NFS, NIS, SELINUX
- Virtualization: VMWare vSphere 5.1, QEMU/KVM, Xen, Hyper-V
- Security: VPNs (OpenVPN, IPSEC), firewalls, SSH, pfSense, SSL, SNORT, Nessus, WDO
- System Monitoring: Zabbix, AppDynamics, OpenNMS, Zenoss, SNMP, WMI
- Telecom: Asterisk, FreePBX, Lucent, Norstar. Iwatsu, SIP, VoIP
- Networking: LAN cabling, Wireshark, tcpdump, WiFi, Cisco IOS
- Operating Systems: Linux (Red Hat/CentOS, Ubuntu), Windows, OS X, Solaris, AIX, HP-UX
- Databases: SQL, MySQL, PostgreSQL, MS SQL Server, Mediawiki.
- Programming: BASH, PERL. Some PHP and C.
- Source Control: Subversion, git, Hudson/Jenkins, JIRA/Bamboo

### **Experience**

#### **LexisNexis**

*Sr. Systems Engineer*

*April 2014 – present*

Design, develop, and implement operational capabilities, tools, and processes that enable highly available, scalable, and reliable customer experiences. Ensure on-going operation of Production systems. Automate the provisioning, configuration, deployment, and monitoring of LexisNexis SaaS applications. Refine and implement policies for security of systems. Manage Production monitoring and alerting systems. Maintenance and installation of ESX, Solaris and Red Hat Linux servers

#### **BlueStripe Software**

*Customer Success Manager*

*February 2013-December 2013*

Provided post-sales technical support for the BlueStripe FactFinder product. Solved highly technical issues on Linux and Windows platforms, often involving Apache Tomcat, WebSphere, and other middleware. Held weekly support calls with high-value customers. Evaluated and selected new ticketing system and knowledgebase. Maintained and enhanced FTP file processing system. Composed product announcement emails. Authored documentation to address common customer questions. Documented support policies and processes on wiki. Implemented employee directory in Active Directory and devised LDAP query for mail clients to use it. Managed VMware ESXi servers, Active

Directory, and Cisco routers/switches.

**TeleTracking, Inc.**

*System Administrator (contract)*

*December 2011-February 2013*

Provided local IT support for an office of 12 on behalf of IT team based in another city. Integrated Linux servers (and Hudson/Jenkins CI server) into Active Directory for authentication. Maintained OpenVPN connections to client sites. Implemented UPS monitoring for safe server shutdowns. Proactively managed network using OpenNMS, Snort IDS, and Wireshark.

**Monolith Software**

*Sales Engineer*

*August 2010-August 2011*

Provided top-notch sales engineering services in support of Monolith's innovative infrastructure management suite. Conducted telephone and on-site sales presentations to large and small clients. Conducted on-site and remote (worldwide) product training to partners and customers. Championed the installation of a simulated testing environment that resulted in the discovery and correction of over 400 product defects prior to product release.

**NetApp Inc.**

*Senior Engineering Administrator (contract)*

*January 2009-August 2010*

Provided system administration for large engineering lab in support of worldwide development department. Performed troubleshooting and problem resolution on Solaris, AIX, HP-UX, Linux, and Windows hosts. Refined PXE installation process. Added and improved wiki-based documentation.

**AddressDoctor Inc.**

*North America Support Manager*

*February 2008-November 2008*

Provided support for international postal address validation service to Fortune 500 and other companies. Managed staff of one. Conducted product training and demonstrations for clients and staff. Implemented open-source telephone and VPN solutions, saving time and money. Laid off due to global economic crisis.

**Zenoss Inc.**

*Consulting Systems Engineer*

*May 2007 - Feb 2008*

Provided professional services and support for Zenoss's open-source network management software. Installed and configured Zenoss at customer sites. Provided product demonstrations through web and on-site meetings. Led product training sessions in a hands-on, classroom environment. Presented talks to various technical user groups.

**Raritan Computer Inc. (formerly Oculan Systems), Raleigh, NC**

*Sales Engineer*

*October 2004 - May 2007*

Led product demonstrations of CCNOC. Planned and completed product installations. Provided training around the globe for partners and customers. Presented keynote speech at 2006 Linuxworld Australia trade show on the topic of network management.

At Oculan Systems, played key roles in sales engineering, support, IT, training, and operations.

Managed support workload previously requiring department of seven. Led office space search and negotiated a highly favorable lease. Helped take the company from six employees through successful acquisition by Raritan.

**Oculan Corp., Raleigh, NC**

*Sales Engineer*

*May 2003 - May 2004*

Led product demonstrations of Oculan network management appliances. Authored and revised product documentation. Trained partners and customers. Presented trade show seminars on network security. Company went out of business in May 2004 and was later reborn as Oculan Systems.

**Siteseers Inc., Raleigh, NC**

*President and CEO*

*May 1996 - August 2006*

Provided open source solutions and system administration (UNIX/Windows), specializing in VoIP, high-availability, Apache, and LDAP directory solutions. Clients included SONY Ericsson, Duke University, EMU Software, rPath, Weather Predict, and N.C. Neuropsychiatry, among others.

**GlaxoSmithKline Inc., Durham, NC**

*Networking Consultant (contract)*

*August 2001 - February 2002*

Administered iPlanet LDAP directory services database for over 80,000 worldwide users. Authored Perl and shell scripts for managing LDAP. Assisted with transition to new directory architecture.

**NeTraverse Inc. (formerly Lastfoot), Morrisville, NC**

*Sales Engineer/System Administrator*

*April 2000 - August 2001*

Provided technical assistance to sales team. Made on-site product demonstrations. Administered and expanded multi-site, redundant LDAP database for 3,000 users. Designed VPN and H.323 videoconferencing systems between corporate offices. (Left when company failed to make payroll.)

**Indelible Blue Inc., Raleigh, NC**

*Linux Specialist*

*January 1999 - April 2000*

Provided sales engineering in support of national software retailer. Expanded catalog of Linux products. Established relationships with Linux vendors and distributors. Designed preload images which streamlined fulfillment process.

**Accipiter Inc., Raleigh, NC**

*IS Manager*

*August 1997 - November 1998*

Successfully engineered telephone, database, and network solutions as company tripled in size. Supported over 70 desktops running Windows, Solaris, and Linux. Led selection and implementation of company customer management system (CRM) software. Company was acquired in March 1998.

**HAHT Software Inc., Raleigh, NC**

*IS Manager*

*May 1996 - July 1997*

Provided telephone, database, and network solutions as company quadrupled in size. Led selection, purchase, installation, and administration of Lucent Definity G3Si PBX. Built and administered Red Hat Linux firewall, DNS, and FTP servers. Negotiated with structured cabling vendors for wiring new

floor.

**INTERSOLV Inc., Morrisville, NC**

*LAN Support Specialist/ QA Lab Manager/ Tech Support Rep.* *October 1992 - January 1996*

Provided network support for 400+ node network. Administered Lotus Notes, including database design. Integrated Windows, OS/2, Macintosh, UNIX, and NetWare systems. As QA Lab Manager, supervised staff of five in performing product testing. Established test environment of over a dozen different databases and several client platforms. As Technical Support Representative, presented professional image in online forums (Compuserve and bulletin-board system). Implemented corporate bulletin-board system (BBS), improving customer satisfaction.

**United States Navy, USS Elliot (DD-967), San Diego, CA**

*Cryptologic Technician, Second Class* *February 1988 – February 1992*

Performed cryptologic duties in support of national objectives. Chosen “Junior Battlegroup Superstar” from battlegroup of 6,000 sailors. Selected over more senior sailors to supervise five-person watch group. Innovated a new reporting process which reduced reporting time by factor of five. Granted TOP SECRET/SCI security clearance (withdrawn without prejudice).

**Education**

North Carolina State University, Computer Science

**Professional Education**

Project Management Tools and Techniques, Cadence Management Corp.

Advanced PERL programming

LAN Cabling Workshop, Anixter

Zenoss Administration

Monolith Administration

**Public Service**

Former Chair, Raleigh Parks, Recreation, and Greenway Advisory Board

Former Vice Chair, Raleigh Parks, Recreation, and Greenway Advisory Board

Board Chair, Little Raleigh Radio

Former Chair, Raleigh Citizens Advisory Council

Former Chair, East Citizens Advisory Council

Former Vice Chair, Mordecai Historic Park Advisory Board

Former President, Garner Crimestoppers

Former board member, North Carolina Museum Of Art Contemporaries.

Former board member and presenter, Triangle Linux Users Group (TriLUG).

Citizen Emergency Response Team (CERT)-trained responder

Assistant coach, youth baseball and basketball

Occasional guest speaker and volunteer, Conn Elementary School