

Mark Johnston
Culver, Oregon
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Summary 8+ years providing excellent customer service, and resolving issues efficiently.

Career **Bend Broadband - (TDS)** 5/2015-current

Sr Repair Advisor I. Culver, OR

- *Business & Residential Support.*
- *Internet, TV, & Voice issue resolution.*

9/2011-5/2015

IBEX Global

Senior Technical Support Advisor. Bend, OR

- *iOS & OS X issue resolution.*
- *Mentoring advisors.*

Market Source

Field Representative. Bend, OR

- *Trained Store Reps. on Products & Services.*
- *Installed & Removed Displays & Advertising.*

1/2007-9/2013

Self Employed

Technical Support & Mechanical Drafting. Eugene, OR

- *Setup, Operated & Trained Client on CNC Plasma Cutter.*
- *Mechanical Drafting – Structural Steel Detailing.*

6/2006-1/2013

Education **Certifications - NCRC (Silver)** 2014

- *Math - Platinum.*
- *Reading Information - Gold.*
- *Locating Information - Silver.*

National Computer Science Academy

- *Computer Hardware & Networking Technician.*
- *Windows 2000, XP & Vista.*

2009

AAS Degree in Mechanical Drafting

Lane Community College, Eugene, OR

- *Cad 3D.*
- *Mechanical Drafting Plans.*

2005