

Mark Johnston
Redmond, Oregon
Ph: 541-912-4959
markjohnston73@gmail.com



Summary Over 4 years providing excellent customer service, and resolving issues efficiently.

Career History

Bend Broadband (TDS) Network Operations *5/15- Current*
Repair Advisor I. Bend, OR

- *Troubleshooting Cable service.*
- *TV / Internet / Phone.*

IBEX Global *9/11-5/15*
Technical Support Rep. Bend, OR

- *Troubleshooting iOS & OS X.*
- *Supporting advisors.*

Market Source *1/07-9/13*
Leveraged Field Rep. Bend, OR

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

Self Employed *6/06-1/13*
Technical support & Mechanical Drafting. Eugene, OR

- *Setup, Operated & Trained Client on CNC Plasma Machine Programming & Operation.*
- *Network Administration*
- *End User Support & Training*
- *Mechanical Drafting – Structural Steel Details*

Education

Certifications *2014*

- *NCRC Silver*
- *Math - Platinum : Reading Information - Gold*
- *Locating Information - Silver*

National Computer Science Academy *2009*

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

AAS Degree in Drafting *2005*
Lane Community College, Eugene, OR

- *Cad I/II & 3D*
- *Mechanical & Architectural Drafting Plans*