MARK E. HANCOCK

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Summary

Strategic IT Leader with 20+ years' experience in network administration, global infrastructure deployment, and cloud transformation. Proven ability to drive secure, scalable systems, lead cross-functional teams, and deliver mission-critical technology in dynamic environments.

INNOVATIVE INFORMATION TECHNOLOGY MANAGER

Network Manager • Network Administrator • Network Systems Administrator • IT Director
Strategic IT Vision • Infrastructure Modernization • Vendor Management • Information Technology
Optimized Performance • Supervised Teams • Improved Networks • Oversaw Training
MCSE+I Certification • Military Medals • Secret Security Clearance

WORK EXPERIENCE

Wycliffe Associates, Orlando, FL   **2007 - present**
Technology Advancement Operations & Logistics Manager   **Oct 2010 - present**

- Deployed and meticulously maintained laptops and tablets for global teams, ensuring prompt uninterrupted connectivity and optimal performance amid escalating demands.
- Oversaw technical training and support for international partners and language groups.
- Directed global IT operations, logistics, translation and education in underserved regions.
- Led global hardware video conferencing rollout that boosted international collaboration.
- Built dynamic WordPress sites integrated with robust, database-driven applications.
- Administered Google Workspace services across multiple domains and implemented advanced cloud tools to significantly enhance team collaboration and overall productivity.
- Oversaw secure networks and cloud systems with AWS, Google Cloud, and custom tools.
- Served as Interim Director by providing strategic leadership across technology and operational departments while establishing processes to accommodate the need for IT assets globally.

Network Manager   **July 2007 - Oct 2010**

- Boosted uptime by 30% through directing network services for remote and office staff.
- Relocated core IT systems from California to Florida, leveraging technological prowess, orchestrating a seamless migration that significantly boosted operational efficiency.
- Supervised IT teams to ensure efficient daily operations and service delivery.

The College of Saint Rose, Albany, NY
Network Administrator / Telecommunications Manager   **Dec 1999 - July 2007**

- Oversaw a campus-wide infrastructure modernization, transitioning data and voice systems to enterprise-grade solutions.
- Managed 500+ workstations, printers and over 2000 Exchange-based email accounts.
- Rewired the entire campus from Cat3 to Cat6 cabling and redesigned IP architecture.
- Configured VLANs and managed routers, switches, and firewalls from Cisco, Extreme Networks and other vendors.
- Provided Tier 2/3 support, desktop configuration, and training faculty and staff.

Prior Experience: U.S. Naval War College, War Gaming Coordinator – Newport, RI; U.S. Navy, Operations Specialist – Norfolk, VA

TECHNOLOGIES, CERTIFICATIONS & SKILLS

Technologies: Windows Server • Linux (Ubuntu, CentOS) • Apple OS • VMware • Hyper-V • AWS Google Cloud Platform • Cisco • Extreme Networks • VLANs • Firewalls • PHP HTML • JavaScript • WordPress • MySQL • QNAP • NetApp • Veritas • GitHub

Messaging: Exchange Server • MS365 • Microsoft Teams • Google G Suite Administration

Certifications: MCSE+I • Secret Security Clearance • Hands-on AWS, Google Cloud, Azure.

Skills: IT Strategy & Operations • Global Infrastructure Deployment • Network Engineering & Security • Cloud Solutions (AWS, GCP) • Project & Vendor Management • Linux/Windows Server Administration • Systems Automation & Scripting • Wordpress & Web Development • Technical Team Leadership • End-User Support & Troubleshooting • Database Management • Network Configuration • Technical Training • Cloud Collaboration Tools • Video Conferencing Infrastructure Infrastructure Modernization • Data And Voice Systems Transition • Tier 2/3 Support • Event Planning • Information Sharing • Mission-Critical Operations Management • Security Clearance Management • Custom Web Tools Development • Vlan Configuration • Router Management • OBS Video and Audio Streaming/Recording