

**Mark Tyrrell**  
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## **OBJECTIVE:**

A challenging opportunity in software engineering, computer systems support, or a related field where I can utilize existing programming and application development skills and further develop my abilities.

## **SKILLS:**

- Proficient Languages: Objective-C, Perl, PHP, SQL, X/HTML, CSS
- Familiar Languages: C, C++, Java, XML, bash scripting
- Over fifteen years experience working with Microsoft Windows (consumer and professional versions), Macintosh (Mac OS and Mac OS X), and various Unix computer systems (FreeBSD, linux) at the end user, support, and sales levels.
- Strong interpersonal, educational, and cooperative skills.

## **EDUCATION:**

### **Stonehill College**

*North Easton, MA*

Bachelors of Science in Computer Science

3.21 GPA

*Class of 2002*

Participant in on campus music programs and local chapter of Association for Computing Machinery (ACM)

### **CS Related courses:**

Data Structures, Computer Logic, Operating Systems, Theory of Computation, Assembly Language, Programming Languages, Computer Architecture, Compiler Design, Microcomputer Electronics, Database Management Systems, Java, as well as Chemistry, Physics, and Calculus

## **RELEVANT EXPERIENCE:**

**Senior Application Support Engineer**  
**Senior Technical Support Administrator**  
**Technical Support Administrator**  
*eScription, Inc*

*July 2006—Present*  
*January 2006—July 2006*  
*March 2004—January 2006*  
*Needham, MA*

Worked as a member of the highly regarded technical support team handling customer complaints, queries, and feature requests both with regard to eScription software and general Windows/Office and networking support tasks. UNIX skills required for internal tools and problem-solving. Responsibilities also included significant modification and maintenance of a web-based ticket tracking system. Solely responsible for building and maintaining multiple VPN client interface systems, as well as directly working with new customers to appropriately configure VPN software.

### **Independent Software Developer**

*August 2001—Present*

Handled all aspects of creating and maintaining a set of software programs, for release to the general public: concept, design, implementation, debugging, and technical support. Designed, created, and distributed timely updates for bugs, errors, and omissions in my software, discovered by others or myself. Provided online technical support to help users deal with problems with my software. Wrote and maintained technical documentation guiding the use of the programs. These programs can be found at <http://www.digicowsoftware.com/>. Also worked with the Stonehill College Biology department to provide application solutions when required.

**Computer Science Internship, Stonehill College**  
*SpecialAgent Management Systems*

*January 2002—May 2002*  
*Holbrook, MA*

Assisted programmers in converting database forms for use with the company's software systems. Worked on a team that created tools to automate software conversion. Largely unsupervised, this position provided an opportunity to excel in a relaxed, pressure-less environment.

**Personal Computer Education and Repair Consultant**  
*Personal Business*

*September 1998—December 1999*  
*Easton, MA*

Assisted many personal computer home users with software issues, hardware diagnosis and repair, and software and hardware upgrades. Also conducted general system and application specific training sessions. Dealt with scheduling, payment, and maintained all aspects of operating a small business.

## **WORK EXPERIENCE:**

### **Shift Supervisor**

*Hollywood Video*

*October 2001—April 2004*

*Easton, MA*

Opening and closing the video rental store in the store manager's absence, assigning tasks to customer service representatives, keeping the store clean and functioning efficiently, and performing general receiving tasks. Significant emphasis on management tasks, including cash accounting, finding solutions to customer concerns and complaints, paperwork and records.

### **Commission Sales and Customer Support Representative**

*Sears Department Store*

*May 1999—April 2001*

*Taunton, MA*

Acted as a commission salesperson of home electronics and computer systems. Performed light technical support. Performed training to coworkers on computer and technical matters. Occasionally provided in-home installation or support to customers.

## **AFFILIATIONS:**

- DALnet #macintosh—volunteer internet support group assisting primarily Macintosh users from around the world with computer and other technical problems. Received 'operator' status March, 2005 to perform administrative duties within group. *Member October 1999—Present*
- National ACM (Association for Computing Machinery). *Member 1999—2001*