

# MARK JENSEN

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## SUMMARY

Customer Support Representative with strong computer skills and 15 years of experience. Outgoing, technically savvy, and able to assist customers using pre-existing scripts or my own creative solutions. Currently working towards my A+ certification which will be complete in February 2018.

## EXPERIENCE

Anodyne Artist Company | **1410 Energy Park Drive Suite 11, St. Paul**  
*Computer Geek* 2014 – 2016

Updated website with new design and functionality.  
Maintained and supported computers and phones.

IDDea Arts | **1410 Energy Park Drive Suite 11, St. Paul**  
*Web Administrator* 2015 – 2015

Designed and developed multi-site WordPress and Wiki.

Edmentum | **5600 West 83rd Street Suite 300, Bloomington**  
*Software Configuration Manager* 2006 – 2007

Administered CVS and Bugzilla repositories, as well as maintained synchronization between internationally remote CVS databases.  
Automated metrics collection during build process.

Minneapolis Community and Technical College | **1501 Hennepin Ave MPLS**  
*Computer Lab Tutor* 2005 – 2006

Provide technical assistance and Information Technology tutoring to students  
Installed and maintained Learning Center lab computers and printers

Fidelity National Information Solutions | **Closed, Minneapolis**  
*Associate Programmer, Build Manager* 1999 – 2003

Increased speed and proficiency of reporting modules by 30%.  
Designed, coded, and tested web and desktop applications in DHTML, XML, JavaScript, VB, and InstallShield.

Automated test, build, and release processes saving dozens of work hours per week .  
Maintained defect tracking repository, Lotus Notes and VSS databases..  
Maintained test and development servers.  
Customer Support levels 1, 2 and 3.  
Trained call center in use of new software and modules.  
Wrote end-user help documentation and customer release letters.

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#### *Additional CSR positions*

### **Public Radio | Closed, St Paul**

**Call Center Lead** 1994 – 1996

Customer Support for MPR and Public Radio Music Source

### **Video Library | Closed, Burnsville**

**Video Specialist** 1990 – 1996

Customer Support, assistant manager

## **SKILLS**

DOS / Windows 3.1 – 10  
Android OS  
Unix  
Customer Service  
Call Center Lead  
Microsoft Office Suite  
Visual InterDev, Visual Basic  
Small Group Lead, Training  
SQL  
Notes, Tivoli, SharePoint  
VSS, CVS, WanDisco

## **EDUCATION**

**Minneapolis Community and Technical College**