

# Mark Rechsteiner

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## WORK EXPERIENCE

### **Technical Support Analyst SR, Utah State University, Logan, Utah, Nov 2007 – Nov 2024**

- Extensive hands-on experience as a ServiceNow advanced ITIL User. Managed Incidents, Problems, and Changes; maintained CMDB accuracy for desktops, VoIP phones, and network infrastructure; authored knowledge articles to improve self-service and reduce repeat incidents. Developed strong familiarity with ITIL processes, CMDB relationships, and ServiceNow data integrity best practices.
- Provided responsive troubleshooting and support to 500+ users across campus, ensuring minimal downtime and high satisfaction.
- Consulted with clients, identified requirements, and implemented practical IT solutions.
- Delivered consistently high client satisfaction through dependable service and collaboration.
- Desktop Support: Windows, Mac, Dell/HP/Apple certified
- Systems: Active Directory, SCCM, Exchange Admin, Azure, Intune, Jamf, Apple Admin
- Security & Camera Systems: XProtect Milestone

### **Systems Administrator, WestWords Inc., Logan, Utah, May 2003 – Nov 2007**

- Managed Linux servers (file shares, email, FTP, print server)
- Supervised Systems department in fast-paced environment.

### **PC Repair Technician, StarWest Distributing, N. SLC, Utah, Sept 2001 – May 2003**

- Repaired and assembled Windows PC's.

## CERTIFICATIONS

**ServiceNow Certified System Administrator (CSA) – February 2025**

**ServiceNow Certified Application Developer (CAD) – September 2025**

**ServiceNow Certified Implementation Specialist (DF & ITSM) – Currently working on this**

## EDUCATION

### **Utah State University, Logan, Utah, Sept 1995 – May 2000**

- Computer Science coursework