

Personal Info:

Name: Mark Zhou

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Gender : Male

Email: myafree@msn.com

Location : Shanghai

Website : <http://www.myafree.com>

Specialties:

- PMP/ITIL/VCP/COBIT
- Outsourcing & Vendor Management
- IT Governance

Work Experience: 5+ years

Armstrong World Industries

April 2008 – Present

Senior IT Specialist

Report to China IT Director in a 9-person team;

- Project Lifecycle Management
 - Integrate and apply appropriate knowledge, skills, tools and techniques to project activity to meet business requirements
 - Archive project target by communication and integration among the shake holds, sponsors and functional managers
 - Major Projects
 - Wujiang Ceiling Plant Infrastructure (2011 - TBD)
 - Wujiang Vinly Plant Infrastructure (2010 - 2012)
 - China Virtualization Infrastructure (2011)
 - Shanghai Office WLAN (2011)
 - Lotus Notes Migration to Outlook 2007 (Leader of North Asia) - 2010
 - Office 2007 Rollout for North Asia (Global project) – 2009
 - China WAN MPLS Integration – 2009
 - SMS 2003 Rollout for North Asia (Global project) - 2008
- Management
 - Leverage ITIL to improvement IT service
 - Procurement and Vendor management
 - Budget Control
- Operation
 - Infrastructure consulting
 - Software deployment and license management in China
 - Project Tracking System Maintenance (business system in Armstrong)
 - Reporting (PC Compliance, Network report from Riverbed, Solarwinds, Bluecoat)
 - Account management (Lotus Notes, RSA VPN, AD, any application account and etc)
 - Wintel servers / VM framework / Lotus notes / Blackberry support
- Documentation and Training
 - Provide IT internal training and user training

Abbott Laboratories

Nov 2007 – April 2008

EUS Team Leader (outsourcing)

- Focus on process improvement in EUS team
- Lead to setup local call center

Rockwell Automation

Mar 2006 - Nov 2007

Oct 2006 - Nov 2007

EUS Team Leader (outsourcing)

Report to Asia Pacific IT EUS Manager in Taipei

Leading 9 people EUS Team in Great China

- Project facilitator/team worker with Global team
- Monitor SLA to deliver satisfactory service
- Evaluate China EUS team performance by KPI
- Action Plan
- Leading remote end-user support for Asia Pacific
- Process building in EUS team
- Provide professional training to end users and documents made

Mar 2006 - Oct 2006

End User Support (outsourcing)

- Both manufacture and office area end user support by Hp OpenView/Service Desk
- Remote support for Asia pacific
- Cooperate with Global Team to administrate Cisco Call Manager, Windows AD, SMS 2003, Lotus Notes Domino, backup, wintel server
- Extensive software support experience with Microsoft Office and Lotus notes clients
- Excellent technical knowledge of PC and desktop hardware
- Perform local IT support including Pro/E, Citrix, Checkpoint VPN, SAP Client, WebEx, Polycom video conference system, PBX telephone switch, broadcast system
- MFG/PRO, Data warehouse & Network equipment troubleshooting
- Internal IT Training. E.g. lotus notes client, MS Office, internet security knowledge

Shanghai ReiWen Network Technology Co., Ltd

June 2004 – June 2006

Owner

- Provide website design, domain, IDC, SEO service
- Provide outsourcing IT support

Recommendations from LinkedIn

Senior IT specialist, PMP (Armstrong World Industries)

"Mark has done excellent work in his IT role at Armstrong in China. He has proven to be hard working, always willing to assist, and capable at his job. Mark often goes beyond what is required in order to contribute as much as possible."

— **Greg Gottlieb**, SVP and Managing Director, Asia/Pacific, Armstrong World Industries, managed Mark indirectly at Armstrong World Industries

EUS Team Leader (Rockwell Automation)

"I met Mark during my internship in Rockwell Automation. Mark is a person who is diligent, warm-hearted and easy going. It is happy to communicate with him during work and in leisure time."

— **Cecile Dong**, Student, East China Normal University worked directly with Mark at Rockwell Automation

Certifications:

- VMware VCP 2011/5
- Project Management Professional (PMP) 2010/6
- ITIL V3 Foundation 2009/6
- Microsoft Certified Database Administrator(MSDBA) 2008/11
- Microsoft Certified System Engineer 2003(MCSE) 2007/10
- Microsoft Certified Systems Administrator 2003(MCSA) 2007/10
- Microsoft Certified Professional 2003(MCP) 2007/10

Company Awards:

- Two Silver Awards - Armstrong
 - Outlook 2007 migration project 2010/6
 - New Shanghai office setup project 2008/4
- Two Bronze Awards - Armstrong
 - IT compliance improvement 2008/11
 - Office 2007 deployment project 2009/10

Education:

- 2007/6 — 2010/12 Shanghai International Studies University Bachelor
- 2003/9 — 2006/6 Shanghai Electronic & Information Technology College Diploma
- 2000/6 — 2003/9 Shanghai FuDan Senior High School