

## Personal Info:

Name: Mark Zhou

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Gender : Male

Email: myafree@msn.com

Location : Shanghai

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

## Work Experience: 5 years

### Armstrong World Industries

**03/2008 – Present**

**Senior IT Specialist**

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

- Project Management
  - Integrate and apply appropriate knowledge, skills, tools and techniques to project activity to meet project requirements
  - Project lifecycle management for process groups
  - Archive project target by communication and integration among the shake holds, sponsors and functional managers
  - Major Projects
    - Lotus notes migration to Outlook 2007 (project leader of North Asia) - 2010
    - SMS 2003 rollout for North Asia (Global project) - 2008
    - Office 2007 rollout for North Asia (Global project) – 2009
    - China WAN MPLS integration - 2009
- Management
  - Coach outsourcing team to deliver high quality service to end users (2 full-time guys in Shanghai and 2 part-time guys in Beijing & Guangzhou)
  - Continual process improvement follow ITIL
  - Business web application management (business process optimization)
  - Procurement and Vendor management
  - SLA/SLM improvement
- Operation
  - Infrastructure solution development (China portal website/Network sharing system/Data-center.....design)
  - As a member of Software deployment Team in US and as a license manager in China
  - Project Tracking System design (business system in Armstrong)
  - Reporting (PC Compliance, Network report from Riverbed, Solarwinds, Bluecoat)
  - Lotus notes administration
  - Account Control (Lotus Notes, RSA VPN, AD, any application account and etc)
  - BPCS/AS400 tier1 troubleshooting.
  - Wintel servers and VM framework support
  - Blackberry local support
- Documentation and Training
  - Provide IT internal training and user training
  - IT SOP compile

**Rockwell Automation**

**03/2006-03/2008**

**03/2008-05/2007**

**EUS Team Leader (outsourcing)**

Report to Asia Pacific IT EUS Manager in Taipei

Leading 9 people EUS Team in Great China,.

- Analyzing Report from Service Desk to develop/optimize SLA & business efficiency
- Hierarchical cooperate and communicate with Global team
- Project control, processes build and proposals design in EUS (e.g. Problem & Change procedures, etc.)
- Develop solutions to meet end-user's requirement
- Evaluate China EUS team performance by KPI
- Action Plan
- Provide professional training to end users and documents made
- Coaching to lead team working
- Leading remote end-user support for Asia Pacific

**05/2007-03/2006**

**End User Support (outsourcing)**

- Both manufacture and office area end user support via 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, Legato 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**

**07/2006-06/2004**

**Owner**

- Provide website design, domain, IDC, SEO service
- Provide outsourcing IT support
- a) 2006.6 Shanghai Zhishenghe Business & Trade Co., Ltd
- b) 2006.4 Shanghai Weilian Business & Trade Co., Ltd
- c) 2006.3 Shanghai Putonghua Summer Camp 2006
- d) 2005.6 Shanghai LONGSUN Industry Co., Ltd
- e) 2004.2 JJ Investment Consulting (Shanghai) Co., Ltd
- f) 2003.10 Shanghai JiaHui Floriculture Co., Ltd
- g) 2002.4 Originated Website "Myafree.com"

## Certifications:

- Project Management Professional (PMP) 06/2010
- ITIL V3 Foundation 06/2009
- Microsoft Certified Database Administrator(MSDBA) 11/2008
- Microsoft Certified System Engineer 2003(MCSE) 10/2007
- Microsoft Certified Systems Administrator 2003(MCSA) 10/2007
- Microsoft Certified Professional 2003(MCP) 10/2007
- College English Test Band-6 & Band-4 03/2005
- Shanghai Network Certification Level-4 09/2006

## Awards:

- One Silver Award - Armstrong 06/2010
- Two Bronze Awards - Armstrong 11/2009
- One Silver Award - Armstrong 09/2008
- One Quick Hit Award - Armstrong 06/2008

## Major Trainings:

- Armstrong online Course
  - Six Sigma Yellow Belt Training 08/2009
  - The Balanced Scorecard Translating Strategy Into Action 07/2009
- BPCS8.0 & IBM AS400 Drilling Course 12/2008
- ROCKWELL AUTOMATION online course
  - 12771 - Networking Tech. TCP/IP Concepts 03/2007
- Cisco Certified Network Associate (CCNA) 03/2006

## Internets:

- Landscape photography and budget travelling
- Watching movie

## Self-Estimate:

- Thinking
- Fast learner
- Specific, Measurable Action Oriented, Realistic, Time bounded
- Excellent interpersonal skills.
- Strong self-starter, energetic, positive, flexible and customer-focused

## Education:

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