Mark Bogner

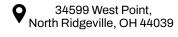📍 34599 West Point, North Ridgeville, OH 44039   📞 +1-216-554-9798   ✉ mb2000inc@gmail.com   in linkedin.com/in/ MarkPBogner

Objective

To obtain a role where I can put my management and design skills to good use with the ability to grow within a thriving company that might want to use my knowledge of web and video production as well as software/web application development and streaming media (see Tangent-Bound Media Network).

Work Experience

Enterprise Support Engineer
Marigold
2025 – Present
- Answering support cases from our Enterprise clients
- Monitor and troubleshoot potential issues, letting the clients know of any incidents, releases, and issues - if necessary, by communicating through Salesforce cases.
- Troubleshooting any reported issues through web applications like OpsTools, SPLUNK, and SQL Server queries
- Create and maintain documentation based on any of our existing processes or improved processes

Support Developer / Support Engineer
Cloud CME / Healthstream
2021 – 2025
- Support Developer: troubleshooting and fixing client reported bugs and implementing new changes when needed.
- Support Engineer: Managing T1 Support. Answering client calls, adding support cases in salesforce, as well as responding to client cases and closing them in a timely manner after troubleshooting reported issues. Escalating to the development team and T2 support when necessary. Assigning tickets to the appropriate people when necessary

IT Project Developer
True Hire
2019 – July 2021
- Managing/Coordination of Team Projects
- Responsible for implementing and maintaining a new RingCentral Phone System Manage
- Special Accounting Projects Through Quickbooks Integrations Assisting in migrating all accounting from Quickbooks Desktop to Quickbooks Online
- Managing third party integrations with our background check software Created third party API toolkit for third party integrations
- Managed our third party Background Check Software
- Maintained security information for security compliance
- Managed internal/external network systems including users (Active Directory), new equipment, and VPN
- Setup new office through the VPN between two Meraki Systems for multi site connectivity
- Used Group Policy for network based software deployment and configuration management
- Managing vendor relations with third party Managed Service Providers for contract tech support
- Created and maintained client landing pages with integration into salesforce
- Maintained the company web applications for internal usage
- developed an employee portal with ability to conduct annual reviews as well as a learning resources center for documentation and role access level client information

Acquired Skill Sets

Programming Languages:
ASP.Net (VB.NET & C#), PHP, T-SQL, HTML, CSS
Support-level skill set: Javascript, SQL, XML

Soft Skills:
Project Management, Design Thinking, Agile Methodologies, Problem-Solving, Department Management, Marketing, Digital Content/Marketing Creation, Social Media Management, Social Media Advertising,Video Production, Some Audio Engineering and Sound Design. Salesforce,

Creative Softwares:
Adobe Creative Cloud (Dreamweaver, Photoshop, Illustrator, Acrobat, Audition, Premiere, After Effects, UX)

Software:
Database: Microsoft SQL Server, Open Office BASE
Web IDEs: Sun Microsystems' Net Beans, Microsoft Visual Studio 2008, 2010, 2012, Microsoft Visual Web Developer express.

Accomplishments

Accomplishments:

- ***The Tangent-Bound Media Network:*** *Part time: podcast and podcast consulting with audio engineering, sound design, production, voiceover work, video and multimedia production and promotion. Shooting video commercials for local businesses - with special effects and motion graphics.*
- ***CosCon:*** *Annual Convention for cosplay enthusiasts - planning, promoting, advertising and marketing, along with managing the staff and vendors, and coordinating efforts the day(s) of the convention*
- ***The Akron Authors Con:*** *A new annual convention celebrating authors, artists and publishers - managing volunteers, scheduling, vendors/exhibitors and working with local area venues, hotels, etc.*
- ***Event Planner:*** *Part Time: Event Coordinator for the Historic Grafton School (a 501.C.3. located in Grafton, Ohio) and board member.*
- ***Tech Consulting:*** *Part Time: advising clients on computer hardware/software purchasing, and as needed tech support with managed services.*
- ***Published Author:*** *The Dreamweaver, and two more coming.*