

# Mark Murphy

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## Objective

- Experienced technical engineer seeking to join a team of motivated people and apply the skills I have acquired in building and developing new

## Employment History

03/06 - Present

### Mirapoint Software, Inc

Principle Systems Engineer

- I am a Principle Systems Engineer with 19 years of experience as a messaging expert and 4 years of experience as a content expert specializing in enterprise messaging and e-discovery.
- Currently I am the SE of Midwest sales for Mirapoint. This includes 13 states in the US and the country of Canada.
- I work on building customer relationships based on integrity and knowledge. I manage customer expectations and work well with the Sales Manager/Director to complete a sale.
- I'm the primary technical contact for my territory and assist in all pre-sales tasks, including technical presentations, demonstrations, architectural design and layouts, architectural reviews, product sizing, planning, data migrations, hardware and software upgrades, and initial rollouts. I also assist in post-sales issues as they come up and require me to help facilitate a speedy resolution.
- I am skilled in training and supporting both resellers and customers, which has led to my territory being the most successful territories for Mirapoint.
- My territory has the highest sales rate for our "Razorsafe - Archiving" appliance. Mirapoint purchased Intradyn in 2008( <http://www.intradyn.com/product/index.html> ) and we sell the ComplianceVault line of products (now called Razorsafe). According to Gartner Group we have 34% of the SMB appliance market in e-discovery.
- I am a Mirapoint Certified Engineer, RazorGate Certified Engineer, Mirapoint Certified Directory Engineer, and highly skilled in SMTP, DNS, FTP, SSL, SSH, LDAP, IMAP, POP, HTML.
- My territory never performed less than 100% of quota while at Mirapoint. \$5.9 million in revenue for 2009. My territory had the number one sales person at Mirapoint worldwide for over two years. In the past two years, my territory has been over 1 million in sales every quarter. The largest quarter was Q4 of 2009 at over \$2.1 million in sales.
- Developed a strong presence for Mirapoint in the Midwest region by creating/maintaining many accounts such as Baker College, Ties, Ford Motor, Oakland County, Toro, Delphi, ITW, University of Chicago, Wide Open West, University of Colorado-Boulder, Winnebago County, Consolidated Communications, ACO Hardware, Budco, Volkswagen of America, Enventis, ComNet, RCN Corporation, and Service Center Metals.

12/97 - 03/06

### Wayne State University

Detroit, MI

Lead Applications Technical Analyst

- Principle responsibilities include all those listed under Systems Analyst I position with the following additions, some of which started prior to my promotion. I'm responsible for managing all aspects of the University Email System and the LDAP/X.500 Enterprise Directory Services. The email environment consists of Mirapoint hardware with approximately 60k users. The LDAP environment consists of Sun hardware with approximately 125k entries. One of the main functions for the LDAP environment is its use in authentication into all major University systems as well as many departmental systems. My duties for both Email and LDAP include system architect, system administration, interface development, system integration with other products and programs, troubleshooting, testing and consulting. I'm also working on the division's initiative for expanding our Identity Management and to formalize the processes involved.

02/91 - 12/97

### Wayne State University

Detroit, MI

Systems Analyst I

- Principle responsibilities include analyzing and designing requirements for various computer systems; programming and coding in a variety of computer and scripting languages; researching new technologies; custom integration of various software products within our environment; preparing feasibility studies and cost estimates; managing activities and projects; creating technical documentation; consulting with

#### Key Words

experience years software mirapoint  
university territory various technical  
sales directory system systems  
hardware wayne state university basic

#### Similar Resumes

faculty, student, and administrative users; teaching basic and advanced seminars in operating systems, and other applications; installing and troubleshooting various hardware and software products.

- Past projects include: on-line Faculty and Staff Directory; on-line Departmental Directory; various parts of the CWIS, including CGI and HTML programming; CSO Nameserver; Action Request System; X500 Directory Service; variety of customized programs for various departments and operating systems.

10/90 - 05/91

### **NeXT Computer, Inc**

Pittsburgh, PA

Campus Consultant

- Principal responsibilities included identifying sales opportunities; assisting faculty members in developing applications; providing technical support and feedback to NeXT; providing suggestions for improvements to NeXT.

08/87 - 02/91

### **Wayne State University**

Detroit, MI

Technician / Student Computer Programmer

- Principal responsibilities included consulting with faculty, student and administrative users; analyzing and evaluating user needs; creating technical documents; teaching basic and advanced seminars in operating systems, data base and other applications; installing and troubleshooting various IBM and Macintosh hardware and software products; creation of custom software for a variety of special administrative and academic projects.
- Specific projects included: developing software to extract data from university data bases, reformat it, and encode it to produce the WSU University Telephone Directory and the University Course Bulletin; specialized Macintosh subroutines callable from Hypercard stacks; modifying and porting of custom microcomputer software to a mainframe VM/CMS environment.

## **Technical Skills**

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- Operating Systems
  - MacOS - 22+ years experience
  - Unix (Solaris, AIX, Linux, BSD) - 20+ years experience
  - Windows - 12+ years experience
  - Mirapoint OS - 9 years experience
- Languages
  - Perl - 18+ years experience
  - Shell Scripting - 12+ years experience
  - C - 10+ years experience
  - C++ - Basic understanding, some programming
  - PHP - Basic understanding, some programming
  - Java - Basic understanding

## **Education**

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01/92 - 05/00

### **Wayne State University**

Detroit, MI

Master of Arts with a major in Computer Science

- GPA: Major 3.73

01/87 - 05/91

### **Wayne State University**

Detroit, MI

Bachelor of Science with a major in Computer Science

- GPA: Overall 3.39, Major 3.49

## **Military Service**

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12/86 - 04/88

### **Army National Guard**

Detroit, MI

Specialist 4 to a 31V10 Tactical Communications System Operator/Mechanic

10/83 - 10/86

### **United States Army**

Germany & Georgia

Specialist 4 to a 31V10 Tactical Communications System Operator/Mechanic

- Honorable Discharge

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