Mark Burgess

Information Technology Consultant / Custom Software Developer

10008 North Marlene Dr.
Affton, MO 63123 USA

Tel.: 314-544-6997
Mobile: 314-640-8245

markb@collaboratech.com
me@markburgess.us

Profile

Over twenty five years experience designing and implementing business solutions using information technology in a variety of corporate, non-profit and academic environments.

Expert in custom enterprise software application development for web and desktop platforms employing a wide range of both commercial and open source tools; systems integration and migration.

Significant experience in messaging and collaboration systems design and deployment, intranet and groupware application development.

Excellent communication, project management and business skills. Nineteen years experience in the practice and management of information technology consulting.

Experience

Collaboratech, Inc.   **St. Louis, Missouri**
Dec 1998 - Present   Principal Consultant / Owner

Focused on helping clients to achieve their strategic and tactical business goals, and improve their competitive position through the managed implementation of custom software solutions, interactive web-based solutions for the Intranet/Internet, and collaboration systems.

Major Accomplishments:

• Built successful information technology consulting firm with no capital to $1.8M annual revenue.

• Created, developed and integrated custom software applications to solve problems and empower organizations to reach their business objectives.

• Using emerging web technologies, created robust Internet and Intranet solutions to facilitate communication and collaboration in and between organizations, enable e-commerce, automate and improve business processes, and leverage organizational knowledge.

• Information technology planning, design and implementation services; systems integration and migration projects.

• Architected, designed and supported electronic mail, groupware and other collaborative systems.

Sleeping Dog Software, LLC   **St. Louis, Missouri**
Jan 2007 - Present   Chief Technology Officer / Co-Owner

Designed and developed hosted software applications (SaaS) for non-profit advocacy and social service agencies. Managed all aspects of the software development lifecycle.

Major Accomplishments:

• Architected a robust object model using PHP 5; designed and developed MySQL databases; Implemented hosted software application.

• Deployed open-source solution case management systems in a hosted environment.

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Iasis Software, Inc.   **St. Louis, Missouri**

Jan 2003 - December 2009   Principal Software Architect / Co-Owner

Designed, developed and deployed software to automate all processes used in umbilical cord blood banks and tissue banks, transplant centers and stem cell laboratories including collection, processing, inventory control, freezer management, searching and matching, testing, document management, export and outcome reporting.

Major Accomplishments:

- Built and managed operations for a successful medical software company with international and domestic customers.

- Designed and developed user interface, object models and databases.

WORDLINK/Norstan Consulting   **St. Louis, Missouri**

Jun 1997 - Aug 1998   Branch Manager
Jan 1997 - Jan 1999   Delivery Services Manager/Practice Leader
May 1996 - Jan 1997   Senior Consultant
May 1994 - May 1996   Systems Engineer

Major Accomplishments:

- Implemented several improvements to sales processes and methodology including formalized account management, account planning, performance metrics, and technical sales briefings.

- Developed and implemented project management methodology.

- Developed practice team structure and team-based management model.

- Created and managed business plans and annual budgets for branch office with revenues in excess of $6 million.

- Created various tools for internal use including Intranet, shared schedule system, resource planning application, web-based project management system.

- Led a team of professional developers and consultants in messaging, groupware and web development projects.

Technical / Project Experience:

- Electronic mail and groupware system architecture and design, installation, configuration and troubleshooting; administrative and security planning and implementation.

- Planning, managing and implementing messaging system migration and upgrade projects.

- Development of custom programs for information integration and delivery via messaging systems.

- Implementation of gateways, MTAs and connectors; also add-ons and gateways such as fax servers and pager gateways.

- Design and implementation of automated processes for system management and maintenance and the implementation of monitoring tools such as MailCheck and Soft*Watch.

- Consulting with clients on application project and system requirements, workflow analysis and design, business process analysis and application development standards.

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- Managing application development and implementation projects of various scales from initial needs analysis through final deployment.
- Extensive work in groupware application design and development and integration with external enterprise data sources.
- Planning, design, prototyping and implementation of web sites and Intranet applications.
- Systems integration and migration.

Edison Brothers Stores, Inc.	**St. Louis, Missouri**
Mar 1993 - May 1994	Programmer
Mar 1992 - March 1993	Associate Systems Consultant

Major Accomplishments:

- Researched, designed and implemented the corporate international cc:Mail electronic mail system.
- Implemented integration of mainframe (SYSM) and public electronic mail systems with the cc:Mail environment, including directory synchronization. Installed cc:Mail in three foreign locations for connectivity with main office systems.
- Developed and supported relational database inventory application used by 300 remote managers which featured data collection by electronic mail.
- Researched, recommended and implemented PC-based POS/polling system for data collection and software distribution for Mall Entertainment division.

Responsibilities:

- Ongoing expansion and administration of electronic mail system, and development of automated procedures for monitoring and managing the system. Provide statistical usage and billing data; identify potential uses for electronic mail and implement solutions to existing business needs where appropriate.
- Provide end-user support in cc:Mail, Novell network, desktop and POS/polling applications.
- Novell Local Area Network administration, development and troubleshooting.

Saint Louis University	**St. Louis, Missouri**
Dec 1990 - Mar 1992	Information Specialist
Jul 1988 - Dec 1990	Senior Acquisitions Assistant
Nov 1985 - July 1988	Library Acquisitions Assistant

Major accomplishments:

- Assumed lead role in local area network administration and personal computer installations.
- Expanded departmental local area network from 5 to 35 workstations.
- Installed and administered electronic mail system (Pegasus Mail and cc:Mail). Planned integration of department local area network with campus-wide network and mainframe.
- Led project to convert acquisitions records from mainframe to LAN-based system. Participated in beta test of new LAN-based acquisitions system.

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Responsibilities:

- Novell LAN planning, administration, troubleshooting and maintenance; end-user support and training.
- Installation and maintenance of PC hardware and software.
- Development and implementation of database and other applications for internal use.
- Serve on university-wide automation planning committees.
- Order books and other library materials for main university library.

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Product and Technology Expertise

Application and Database Development

- Microsoft Visual Studio .NET (C#, VB.NET, all versions)
- ASPX and ASP web applications
- PHP 4 / 5
- Microsoft Outlook custom form and workflow development
- Lotus Notes/Domino application development
- Adobe Flash Professional / ActionScript
- Scripting (VBScript, JavaScript, Applescript, etc.) and frameworks (Dojo, JQuery, etc.)
- MySQL, Oracle, Access, R:Base, DBase
- Microsoft SQL Server
- Microsoft SQL Server Integration Services (SSIS)
- Microsoft SQL Server Reporting Services (SSRS)
- Visual Basic 3.0-6.0
- REALBasic / RealStudio
- Java, Turbo Pascal, Basic, Clipper
- Reporting tools (Crystal Reports, iReport and JasperReports)

Internet/Web Servers

- Microsoft Internet Information Server (IIS)
- Lotus Domino Server
- Apache 1.x and 2.x

Messaging/Collaboration

- Microsoft Exchange Server and Microsoft Mail
- Lotus Notes/Domino mail and system architecture/administration
- Public, private and standards-based mail systems (SMTP, POP3/IMAP, X.400, etc.)
- Microsoft SharePoint Portal Server
- Lotus cc:Mail
- Lotus Organizer
- Lotus Components

Network Operating Systems/Directory Services

- Windows 2000 - 2008 / Active Directory
- Linux / Unix
- LDAP / X.500
- Mac OS X
- Microsoft NT Workstation and Server
- Novell NetWare 2.x, 3.x, 4.x
- Directory Synchronization, X.500

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Industry Certifications

- Certified Lotus Professional Domino R5 Principal Application Developer
- Certified Lotus Professional Domino R5 System Administrator
- Certified Lotus Professional Notes Principal System Administrator (R4)
- Certified Lotus Professional Notes Principal Application Developer (R4)
- Certified Lotus Professional cc:Mail Specialist
- Lotus Certified Notes Consultant (R3)
- Certified Lotus Instructor I (cc:Mail)

Classes Taught

Notes/Domino System Administration

- Lotus Notes System Administration I
- Lotus Notes R3 to R4 Migration
- Implementing a Domino Infrastructure (R5)
- Maintaining a Domino Server Infrastructure (R5)

Notes/Domino Application Development

- R5 Domino Designer Fundamentals
- Using Javascript in Domino Application
- Domino Application Security and Workflow
- Domino Application Architecture
- Using LotusScript in Domino R5 Applications
- Domino Application Development Update

Outlook/Exchange

- Building Collaborative Solutions by Using Microsoft Outlook 2000

cc:Mail / Other

- cc:Mail System Administration I & II
- cc:Mail DB6 to DB8 Migration
- VBScript, SQL

Industry Education

- Domino Applications Administration
- Developing Domino Applications for the Web
- Lotus Notes Administration I & II; Lotus Notes Application Development I & II
- Creating and Configuring a Web Server Using Microsoft Tools
- Supporting Windows NT Workstation. Supporting Windows NT Server
- Fundamentals of Exchange Server 4.0
- NetWare 3.x to 4.x Update
- NetWare 4.x Administration
- Internetworking Microsoft TCP/IP on Microsoft Windows NT 4.0

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Formal Education

- Bachelor of Arts, Saint Louis University, St. Louis, MO, 1988
- Graduated magna cum laude
- 18 hours graduate studies
- Self-financed

Personal / Other

- Member of the St. Louis Zoo, the Missouri Botanical Garden, the St. Louis Science Center, the St. Louis Art Museum, Laumeier Sculpture Park, KETC Channel 9 and St. Louis Public Radio
- Member, Affton Chamber of Commerce
- Past member of the International Society for Cellular Therapy
- Member of Sigma Delta Pi (National Collegiate Hispanic Honor Society)
- Administration & Finance Commission, Seven Holy Founders Parish, 2006-2012
- Technology Committee, Seven Holy Founders Catholic School, 1995-2012
- School Board, Seven Holy Founders Catholic School, 2001/02 - 2004/05, 2007/08