



Mark Esmond
IT Professional

A portrait of Mark Esmond, a young man with dark, wavy hair, looking directly at the camera. The image is partially obscured by a dark blue overlay on the right side of the page.

About Me

Mark Esmond is a talented PC Service Technician with expertise in IT support, hardware maintenance, and software management.

Proficient in operating system configuration, troubleshooting, and PC repair.

Mainframe Operator

DXC (2023-Current)

Support Member

Electronic Storage Corporation (2022-2023)

Refresh Technician

Decision One [Contract] (Aug 2021-Sep 2021)

Background

CERTIFICATIONS & Awards

CompTIA (ITF)+ Certification

Computer Repair and Network Support
Course Completion Certificate

Mobile App Development Course
Completion Certificate

Fundamentals of Technology 2 Certificate

Award: (Oklahoma 2021) Qualified for BPA
PC Troubleshooting and Repair

SKILLS

Technical Analysis

Operating System Operation & Configuration

Desktop Client and Laptop Client Installations

PC Repair and Network Support

Ticket database management.

IBM / iSeries & Z15 mainframe operations

On-site configuration and maintenance





Current Project

FOS (Flight Operation System) Refresh & Maintenance

OBJECTIVE

Maintain system CPU utilization and configure system load-sets.

ROLE

Led the operations team, implemented load-sets, and ensured seamless integration with backend systems.

OUTCOME

Streamlined refresh processes, reducing errors and improving overall efficiency.