

# Mark Bogner

Support Engineer

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## Objective

To secure a challenging role blending SaaS software development and high-level technical support, leveraging deep experience in full-stack web application development (front-end and back-end), strong T-SQL/SQL database management, and expert-level customer support to drive product stability and client success within a thriving technology company.

## Work Experience

### Enterprise Support Engineer

*Marigold*

**2025 – Present**

- **SaaS Application & Back-End Troubleshooting:** Actively troubleshoot complex client issues by analyzing web application logs and performing advanced SQL Server queries (T-SQL) and SPLUNK analysis to diagnose and resolve incidents.
- **Client Support & Incident Management:** Manage high-priority support cases for enterprise clients (e.g., Allstate Insurance, Cigna Health) using Salesforce, ensuring transparent communication regarding incidents, releases, and issue resolution.
- **Process Documentation:** Create and maintain comprehensive documentation for existing and improved technical support processes, enhancing team knowledge and efficiency.

### Support Developer / Support Engineer

*Cloud CME / Healthstream*

**2021 – 2025**

- **Software Development & Bug Fixes:** Functioned as a Support Developer, implementing code changes and fixes for client-reported bugs, demonstrating full-stack troubleshooting skills.
- **T1 & Customer Relationship Management (CRM):** Managed T1 Support, handling client calls, creating and managing support cases in Salesforce, and escalating complex development and T2 issues to appropriate teams.

### IT Project Developer

*True Hire*

**2019 – July 2021**

- **Full-Stack Web Development & Integration:** Responsible for maintaining company websites and internal web applications. Created a third-party API toolkit for seamless software integrations.
- **Database & System Management:** Managed Windows Server 2016 and Active Directory. Migrated accounting systems from Quickbooks Desktop to Quickbooks Online.
- **IT Infrastructure & Security:** Managed VPN through Cisco Meraki for multi-site connectivity, administered security information for compliance, and managed User Hardware Support.

### PHP Developer

*Illumitek*

**2018 – April 2019**

- **Back-End Development:** Built, maintained, and debugged the company website and internal client applications in PHP using the MVC framework.

## **Webmaster and Web Team Manager**

*Electronic Merchant Systems*

**2012 – September 2018**

- **Front-End & UX/UI Development:** Supervised the design and development of customer and corporate web-related sites (e.g., Partner (VAR) Landing pages, Recruitment sites), focusing on user-facing design and functionality.
- **Project & Team Coordination:** Managed and coordinated team web projects, delegating tasks and reporting progress to upper management.

## **Applications Developer II**

*Integrated Marketing Technologies*

**2011 – September 2012**

- **UI/Backend Development:** Maintained and supported client web portals for online ordering systems, focusing on both User Interface (UI) and back-end functionality.
- **Custom Application Development:** Created new client portals and reporting services utilizing Fusion Pro Custom Print On Demand solutions. Designed and created UI layouts for high-profile clients' E Rebates Solution.

## **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.
- **Convention Planning:** Coordinated and managed annual conventions (CosCon, The Akron Authors Con), involving promotion, advertising, staff management, and venue coordination.
- **Published Author:** The Dreamweaver and two more forthcoming books.
- **Community Board Member:** Event Coordinator and board member for the Historic Grafton School (a 501.C.3.).
- **Tech Consulting:** Part Time: advising clients on computer hardware/software purchasing, and as needed tech support with managed services.