



## PROFILE

Experience in Management, Customer Service, and Administrative Support: Expertise Includes Knowledge of Business Administrative Protocol and Accountability ▪ Operations and Security ▪ Employee Hiring, Training and Management ▪ Customer Support ▪ Problem Resolution ▪ Tech Support/Administrator for Online Order System, Chat Response.

Experience in Higher Ed: HR Employee Processing ▪ Student Services Front Desk ▪ Department Liaison ▪ Library Operations

Proficient Computer Skills. Experience with Windows OS ▪ MS Office ▪ Word, Excel, PowerPoint, Outlook ▪ Google Docs ▪ Banner ▪ Acuity ▪ Handshake ▪ DocuPhase ▪ Lynda.com ▪ SchoolDude ▪ Archibus ▪ iSynergy ▪ DDMS/Ensite Pro ▪ Poms ▪ Remote Screen Share. Proficient in Internet usage, research, email protocol.

Home Owner and Permanent Resident of Sarasota Manatee.

Reliable, Responsible, Objective, Considerate, Ethical, Customer Centric, Goal Driven.

## CIVIC EXPERIENCE

Special Commissioner. Dallas County. Determined Land Condemnation/Right of Way Cases. Three-Year Appointment.

## EDUCATION

Mountain View College—ART & DESIGN.  
Dallas County Community College—  
COMPUTER APPLICATIONS.



## MILITARY EXPERIENCE

United States Navy—Aviation Operations (Top Secret Clearance).

Interests: Literature/creative writing, art, music, animals, home repair.

# Mark T Fought

941. 404. 0515

520 McArthur Ave, Sarasota, FL 34243

marktfought@gmail.com

## HISTORY

### University of South Florida/New College of Florida

▪ USFSM Staff Assistant 11/16—5/20. Front desk reception for Office of Student Services. Assisting guests, students and faculty. Answering phone calls and directing calls to appropriate departments, communicating information on academic programs. Scheduling appointments for appropriate departments, initiating and responding to questions, informing students on university policies. Resolving issues when feasible. Maintaining Standard Operating Procedures (SOP) reference. Scanning and indexing documents in document imaging system to student records. Processing unofficial and official transcript requests, enrollment certification, independent study contracts and senior audit packets. Assisting with proctoring exams for Student Disability Services. Collaboration with Academic Advising, Admissions, Financial Aid, Career Services, Registrar, Veterans Center and Disability Services. Process immunization records. Customer service and problem solving. Receive and distribute mail.

▪ NCF Office Assistant 11/14—11/16. Office support/fiscal liaison for library, serving both NCF and USF. Receive acquisitions and periodicals and process, order new acquisitions, prepare paperwork and process new hires and employee status changes, monitor time sheets and track hours/pay records for employees and process discrepancies, track pay-card purchases, monitor purchase orders, track budget spending and student worker salaries, receive and post public announcements, report and follow up on maintenance issues, admin for on-line learning web site, coordinate study carrels, receive & distribute mail, reception/circulation desk, customer service. OPS office assistant Human Resources. electronically archive documents, on-board new employees. Organize and file HR records. Other duties as assigned.

### Keeton's Office & Art Supply

▪ Customer Service/Sales Assistant/Tech Support—Sarasota, FL. 10/07—11/14. Answer telephones and reply to emails, take orders from customers, generate purchase orders, up-sell products, resolve problem issues, process returns or shortages, manage call-tags and RAs, research difficult to find items by phone and on the internet, create training documents, work in Liaison with vendors, retail, warehouse and drivers/logistics, administrative/clerical support as assigned, administrator and tech support for on-line/WEB Site order system, customer Service and tech support response for on-line chat system. Consistently lead in up-sales.

### Pools Plus/Pool and Spa Shoppe LTD. 10/05—4/07.

▪ Customer Service, counter sales, administrative/clerical support.

### Veterans Administration/Department of Navy MWR. 9/02—7/05.

▪ Supervisor VA—retail store, foodservice, vending, receiving/stockroom operations. Six million annual operating budget. Achieved 17% overall sales increase and 0.1% accountability. Selected retail location of the year.  
▪ Facility Supervisor/Recreation Assistant MWR. Supervised recreational facility. Organized on-site and off-site recreation programs. Managed internet café. Successfully reorganized operational and fiscal systems to exceed MWR standards and objectives.

### Cactus Properties /JDSS Restaurant Properties, Dallas, TX. Preceding 9/02.

▪ Hospitality/F&B management. Front and back of house. New store consultant.