

Mark Corsillo

mark.corsillo@gmail.com

Education

Northeastern University
Bachelor of Science Degree in Sociology

Boston, MA
May 2009

Regis High School
Diploma

New York, NY
June 2004

Experience

Wayfair

Web Developer - Storefront Stability

Boston, MA
August 2015-Present

- Identify, troubleshoot, and resolve or escalate bugs on our customer-facing sites
- Monitor site performance and errors through site monitoring platforms
- Improved monitoring of high-selling products to rapidly identify pricing errors or other exploits
- Uncovered significant vulnerabilities in our storefront code that customers were actively exploiting for free merchandise

Senior Engineer - IT Support

March 2011-August 2015

- Expanded Microsoft System Center Configuration Manager infrastructure to cover several remote offices
- Managed software and operating system deployment configuration via SCCM
- Deployed software and operating system updates as needed via SCCM
- Wrote scripts in PowerShell to automate tasks related to employee onboarding, distribution group management, employee management, and various types of reporting

Boloco

IT/Marketing Specialist

Boston, MA
July 2009-March 2011

- Responded to service calls and processed helpdesk tickets in a timely and efficient manner
- Maintained, installed, and repaired computer and network hardware as needed, including POS systems
- Managed and maintained web assets including boloco.com, bolocotogo.com, Boloco's Facebook page, etc.
- Implemented various infrastructure improvements to increase efficiency and minimize downtime
- Designed event- or promotion-themed logos and signage within brand guidelines
- Assisted in administration of NetPOS and WhenToManage systems for 17 locations

Best Buy

Geek Squad Agent

Boston, MA
August 2008-July 2009

- Assisted customers in determining necessary or beneficial upgrades or repairs for computers
- Performed software and hardware maintenance, upgrades, and repairs while observing company standards for efficiency and protection of customer privacy
- Served as point-person for implementation of company's "Greener Together" recycling initiative
- Exceeded productivity goals set forth by management team; earned awards for "Store-wide Rookie of the Quarter" for Third Quarter '08, "Geek Squad Most Improved" for 2008

Computers Specialist

July 2008-August 2008

- Helped customers find computers to meet their lifestyle and budgetary needs
- Met or exceeded goals for product service plans, Geek Squad services, and accessory attachment

Allied Advertising & Public Relations

Publicity & Promotions Assistant

Boston, MA
July 2007-January 2008

- Managed and organized inventory of promotional and press materials for movies, distributing appropriate items as needed
- Communicated with community outlets to organize promotional opportunities and build relationships
- Conducted market research across New England for various movie studios
- Distributed press coverage to appropriate studios on a daily basis

Skills and Interests

*Very proficient in Microsoft Office, Microsoft SCCM, and Adobe Photoshop and Illustrator.
Knowledgeable in SQL, PowerShell, PHP and HTML coding, and internet research.
Interests include photography, photo-editing, graphic design, music, and trivia.*