

Mark Grover

Burgaw, NC
(910) 604-0530

mark@alphaomegapc.com

PROFESSIONAL SUMMARY

Proactive and results-driven Back-End Developer, UX Researcher, and Program Manager with over 15 years of experience in enterprise software engineering, user experience design, and technical enablement. Skilled in cloud infrastructure automation, application deployment, and network optimization, with a proven track record of reducing overhead and improving system reliability. Skilled at leading cross-functional teams, managing large-scale projects, and delivering innovative digital learning solutions that drive measurable business outcomes. Recognized for enhancing user engagement through UI/UX improvements, and developing scalable instructional content. Committed to leveraging technical expertise, leadership, and problem-solving skills to deliver impactful solutions that align with organizational goals.

SKILLS

Technical Skills - Application Deployment, Network Infrastructure Management, Technical Troubleshooting, HTML Markup Language, Terraform

Data & Analysis - Data Analysis, Problem Solving, Service Design, Engagement Pattern Identification

Software & Tools - Microsoft Office Suite, Jira / Trello / Monday.com, Figma

Design & User Experience - User-Centered Design, UI Improvements, Innovative Solution Development, Instructional Design, Video Content Creation, Presentation Skills

Project & Program Management - Predictive Project Management, Agile Project Management, Program Management, Cross-Functional Collaboration, Leadership, Public Speaking

EXPERIENCE

Back-End Developer – Senior UX Researcher, Service Design Lead 07/2025 – 12/2025

International Business Machines (IBM) – Remote

- Increased customer satisfaction by creating user behavior blueprints for optimization.
- Led redesign of 34+ pages on ibm.com/training to enhance branding alignment.
- Identified engagement patterns to reduce helpdesk tickets and improve user experience.

Back-End Developer – Learning Experience Program Manager, Team Lead 07/2023 – 07/2025

International Business Machines (IBM) – Remote

- Increased user engagement on ibm.com/training through UI/UX enhancements.
- Optimized search results with IBM Unified Search, reducing 'No Results' rate from 51% to 25%.
- Elevated click through rates with 7.5% increase by refining search result algorithms and strategies.

Site Reliability Engineer 09/2021 – 07/2023

International Business Machines (IBM) – Remote

- Eliminated 700+ PFSense Router VMs, optimizing resource allocation and management.
- Streamlined network provisioning by automated NSX-T with Terraform, reducing overhead significantly.
- Developed a comprehensive site plan for a data center, including detailed equipment rack layouts, network topology diagrams, and infrastructure schematics.

Staff Software Engineer – Digital Content Delivery Lead 01/2019 – 09/2021

International Business Machines (IBM) – Remote

- Led content delivery of 15+ AI and Machine Learning courses on Coursera, surpassing 9,000 enrollments.
- Designed, developed, and delivered digital courseware; created outlines, video scripts, and interactive content, capturing and editing video at scale.
- Led AI Learning Community initiatives, supporting educational resources for diverse audiences.

Staff Software Engineer – Watson Technical Enablement Specialist

07/2014 – 01/2019

International Business Machines (IBM) – Remote

- Increased content engagement 3.3x year over year by launching Watson Academy LMS for digital learning.
- Championed IBM Watson digital badge program, issuing over 6,300 badges within the first seven months.
- Produced multimedia learning assets, ensuring full compliance with accessibility standards.

Computer Information Technologies Instructor

01/2012 – 07/2014

Cape Fear Community College (CFCC) – Castle Hayne, NC

- Lead CISCO Certified Academy Instructor (CCAI); CFCC-approved online instructor.
- Advised students and coordinated the Information Security & Assurance degree track.

Client Technology Services: Computer Analyst

01/2008 – 12/2011

University of North Carolina at Wilmington – Wilmington, NC

- Delivered Tier II/III technical support to 200+ users and 7,000+ campus computers.
- Led a campus-wide rollout of Windows 7, utilizing System Center Configuration Manager (SCCM). Served as project lead, programmer and trainer.

Business Owner/Operator

09/1995 – 01/2008

Alpha & Omega Computers – Burgaw, NC

- Managed all aspects of business including financial, procurement/inventory, and daily operations.
- Designed and implemented custom computer and web solutions.

EDUCATION

Master of Science, Computer Science and Information Systems

05/2015

*University of North Carolina at Wilmington – Wilmington, NC***Bachelor of Science, Information Systems (cum laude graduate)**

07/2008

*University of North Carolina at Wilmington – Wilmington, NC***PUBLICATIONS**

Grover, Reinicke, and Cummings. "How secure is education in Information Technology? A method for evaluating security education in IT." *Information Systems Education Journal*, Volume 14, No. 3, May 2016, Pages 29-44.

Grover, Cummings, and Janicki. "Moving beyond Coding: Why Secure Coding Should be Implemented." *Journal of Information Systems Applied Research*, Volume 9, No. 1, April 2016, Pages 38-46.

CERTIFICATIONS

Associate in Project Management (CAPM), Project Management Institute (Member#: 1778381) 11/2013 – Present

Certified Technical Trainer (CTT+), CompTIA (Member#: COMP001006296867) 04/2010 – Present

RECOGNITION AND AWARDS

- IBM Entrepreneur Award – exemplifying leadership by delivering impactful, sustainable results. (July 2025)
- IBM Champion Learner Gold – 2025, 2024, 2023, 2022, 2021, 2020 (Top 5% of IBMers), completing 200+ learning hours, 3+ badges annually.
- IBM Eminence & Excellence Awards. (2025, 2024, 2023, 2021)
- IBM Tech 2023 nominee – driving innovation and transformation across teams.
- IBM Accelerate Program – Advanced Communications for Technical Leaders. (June 2019)
- CFCC Marilyn Goodman Anderson Award for Excellence in Teaching. (Nominee 2012)
- UNCW Employee of the Year. (Recipient 2011)
- UNCW IT Service Award for Professional Development. (Nominee 2009, Recipient 2010)