

# Marvin Keith Tan

## System Administrator | Freelance Web Developer

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Experienced professional skilled in both system administration and web development. Strong problem-solving abilities with a focus on delivering effective solutions. Excellent communication and collaboration skills. Proficient in various programming languages and IT systems. Dedicated to enhancing user experiences and optimizing technical processes.

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## Work Experience

### Kinettix

**System Administrator** • June 2024 - Present

- ✔ **Microsoft 365 Administration:** Spearheaded the management of user accounts, permissions, and licensing within Microsoft 365, ensuring efficient utilization of applications such as Teams, SharePoint, and OneDrive. Developed best practices for user onboarding and training, enhancing overall user satisfaction and productivity.
- ✔ **Exchange Server Management:** Administered and optimized Exchange Server environments, overseeing mail flow, user mailbox configurations, and security settings. Implemented monitoring tools to proactively identify and resolve issues, improving uptime and reliability of email services.
- ✔ **Intune Device Management:** Led the deployment and management of MDM and MAM policies using Microsoft Intune, ensuring compliance with organizational security standards. Developed training materials and user guides to facilitate smooth transitions for end-users and enhance device security posture.
- ✔ **Cross-Functional Collaboration:** Worked closely with IT teams and stakeholders to assess system needs, troubleshoot issues, and implement solutions, fostering a collaborative environment and ensuring alignment with organizational goals.
- ✔ **Documentation and Reporting:** Maintained comprehensive documentation of system configurations, procedures, and troubleshooting guides. Generated regular reports on system performance and user activity to inform strategic decision-making.

### Benchmark365

**Help Desk Analyst** • August 2023 - June 2024

- ✔ Provide technical support to end-users via phone, email, or chat, resolving hardware and software issues promptly and effectively.
- ✔ Troubleshoot network connectivity problems, including diagnosing and resolving issues related to routers, switches, and access points.
- ✔ Assist users with password resets, account creations, and permissions management within various software applications and systems.

### FIS Global

**Help Desk Analyst** • October 2022 - July 2023

- ✔ Assist bank employees with troubleshooting issues related to banking software and applications, including transaction processing systems and customer relationship management (CRM) platforms.
- ✔ Provide guidance and support for secure access to sensitive financial data, including user authentication procedures and encryption protocols.
- ✔ Collaborate with IT security teams to investigate and resolve potential security breaches or incidents, ensuring compliance with industry regulations and safeguarding customer information.




### OP360

**Help Desk Analyst** • March 2022 - September 2022

- ✔ Install, configure, and update software applications and operating systems on end-user devices, ensuring compatibility and compliance with organizational standards.
- ✔ Conduct regular system maintenance tasks such as disk cleanup, software updates, and antivirus scans to optimize performance and security.
- ✔ Document and track all support requests and resolutions using ticketing systems, ensuring accurate and thorough records of user interactions and technical issues.




## Concentrix

**Technical Support Representative** • February 2020 - January 2022

-  Respond to customer inquiries and provide technical assistance via phone, email, or chat, guiding users through troubleshooting steps to resolve hardware or software issues.
-  Escalate complex technical problems to higher-level support teams or engineers for further investigation and resolution, ensuring timely and efficient problem resolution.
-  Collaborate with cross-functional teams such as product development and quality assurance to identify and address recurring technical issues, contributing to product improvement and customer satisfaction initiatives.

## JHATT Global Dev. Inc.







**Operations Supervisor** • January 2015 - September 2019

-  Coordinate and oversee the transportation of construction materials and equipment to job sites, ensuring timely delivery and efficient use of resources.
-  Develop and implement logistics plans to optimize workflow and minimize delays, taking into account factors such as traffic patterns, site access, and material handling requirements.
-  Monitor inventory levels and manage supply chain logistics, including procurement, storage, and distribution of materials, to support construction projects and maintain adequate stock levels.



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## Skills

### Web Development

-  **Fluent:** Django, Python
-  **Familiar:** ReactJS
-  **Foundation:** Python, JavaScript
-  **Exposure:** ReactJS and Python
-  **Query** Languages: PostgreSQL and MySQL
-  **IDE:** VsCode, PyCharm

### System Admin

-  **Fluent:** Microsoft 365 Admin, HaloPSA, ServiceNow
-  **Familiar:** IBM CICS (Customer Information Control System) for Fraud monitoring

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## Education

### Bachelor of Science in Information Technology

Southwestern University, Cebu PH

2010-2014

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