

Marcus L. Vincent
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Summary: Marcus is a dynamic professional as a Technician and analyst, and always open for challenging and new projects. He has worked on computer systems, routers, switches, and access points. He has a very good understanding of operating systems including some Linux and Mac and open to learning more. Proficient with maintaining accurate records/documentation. Hands-on experience with hardware/peripheral replacement as well as software. He has a very good understanding of computer systems and the security used to protect them.

Blackhawk Network through Agreeya Solutions, July 2019 to Present

Upgrade computers from Win 7 to Win 10 utilizing Service Now. Use Bomgar in remote sessions to transfer user data manually. Troubleshoot issues with Duo, Okta, SCCM, Active Directory, etc. Escalate to Engineering team for reinstalling Software Center or SCCM Client. Occasionally open a port in the personal firewall to allow special software through. Asset recovery using Return Asset kits through SNow or UPS return E Label. Mobile Device Management switching from Mobile Iron to Intune for both Android and ios. Install additional software for developers, engineers, auditors, and compliance roles. Document activity through tasks, requested items, and incidents through Snow. Utilized temporary passwords for elevation of privileges.

Insight Global, Hitachi Vantara, Santa Clara CA February 2019 to May 2019

Contract role - Upgrade computers from Windows 7 to Windows 10. Take tickets from Service Now for problem resolution. Utilize Bomgar for remote trouble shooting and updating via Software Center. Image in place through SCCM, via boot media and PXE or Standalone media. Backup and restore data manually with Commvault as an alternative.

Decision One, United Airlines, San Francisco CA May 2018 to December 2018

Refresh computers both laptop and desktop with Windows 7 and 10. Data migrations are performed with the Windows Easy Transfer tool and manually, dependent upon operating system. Imaging via PXE both in place and in the computer lab. Migrating legacy Sceptre software from Novell system to Windows and web-based systems. Assist users with all issues related to migration, accessibility and map network printers. Assist with binding of MAC addresses to host names within a DHCP environment for printers.

Fair Isaac Company (FICO) San Rafael CA November 2017 to May 2018

Desk side support - Update bios/UEFI, load and install operating system through PXE and migrate user settings and documents through User State Migration Tool. Handle incidents through ticketing system and support users within the organization. Monitor status of Crash Plan to ensure users are being backed up on a regular basis. Manage tickets in Service Now. Document changes and incidents. Share information with team mates within our world-wide support organization.

EMR CPR, San Jose CA March 2016 to May 2018

IMAC Technician, (on-call) IMAC technicians Install, Move, and Change computers, peripherals, servers and routers.

Smartsources, St. Charles IL December 2016 to present (Still on mailing list)

Senior technician

□ Install computer systems, routers, switches, security appliances etc, according to a blueprint. Join bridge calls and follow engineer/project manager direction as to settings, command line entries and make any necessary adjustments or connections for testing or rollout etc. Document everything. Make adjustments to client specifications. Break, fix work including thin client HP and Dell business systems. Imaging hard drives and replacement of mother boards in a financial services context (highly secure).

Murphy McKay and Associates, Lafayette CA October 2016 - May 2018

IMAC Technician, (on-call)

IMac technician installs and de-installs computer systems, workstations, servers, switches and routers, with aesthetics in mind. Cable management, height adjustable desks, computer systems and server racks are frequently handled and managed generally encountered in this work. In addition, VoIP phones are checked for function.

Milestone Technologies, Fremont CA March 2016- February 28, 2017

Technician, (on-call)

□ IMac technician installs and de-installs computer systems, workstations, servers, switches, and routers, with aesthetics in mind. Cable management, height adjustable desks, computer systems and server racks are frequently handled and managed generally encountered in this work. In addition, VoIP phones are checked for function.

Digital Storm, Fremont CA. June 2016 - September 2016

Test Technician, Full-time

- An internship was required to graduate the IT program.
- Worked at Digital Storm as a testing technician for the 30-day internship and was subsequently hired.
- Documenting the previous day's tested computers, and moving them into Quality Assurance where both build and performance are examined, was also involved with quality inspection procedures.
- Handled the bios update, configuration, and any settings required to meet the overclock or performance level each customer desires.
- Sysprep is run to create Admin account and activate Windows
- Occasionally a computer malfunctions in the process of installing bios, OS or testing resulting in troubleshooting in a break/ fix environment, testing components.
- Identify process issues and participate in the development and continuous improvement of manufacturing processes.

Family Stations Inc. Oakland CA. 2000- 2015

Operations and Production Management, Manager of print production, facilities maintenance.

□ My main duties were offset printing on larger two color perfecter presses running paper up to 38 inches also took on facilities maintenance.

Education: Unitek College, Fremont CA.
Completed the certification program in June 2016
Chabot College, Hayward CA. 1987-1988.

Passed first-year **machine tool technology** with an A average.

Certifications: A+, Security+ and Network+. Presently working on ITIL Foundations, Linux fundamentals including Regex, and Jamf 100. I was a member of cohort three of the Cisco cybersecurity scholarship program and finished the studies but haven't taken the certification exams.

