

# Marcus Coleman

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## Work Experience

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### **Remote Desktop Support Analyst**

Rally Health - Robert Half - Las Vegas, NV  
November 2020 to December 2020

Duties and Responsibilities:

- Handling customer service calls
- Password resets, etc.
- Big tech issues will be escalated to Tier II/III
- Prefers to have someone with working tech support knowledge
- 100% Mac and Google shop, need some exposure to G-Suite
- Job will be remote for 3-4 months, potential to convert to perm.
- Will go into work on day 1 to meet/greet

### **Remote Desktop Support Analyst**

Deloitte - Adecco - Las Vegas, NV  
June 2020 to August 2020

- Assist candidates with installation and configuration of Deloitte required software.
- Install VMware and configure for Deloitte server and systems.
- Install Nessus Vulnerability scanner to find vulnerability in the candidate Wins or Mac PC. Once Vulnerabilities are found by Nessus software. I will make local security policy changes to correct vulnerabilities.
- Run windows updates for chrome browser and windows OS.
- Update Virus definitions and ensure Firewall is configured per Deloitte procedures.
- Record tickets via Spiceworks helpdesk software

### **Configuration Technician**

Four Queens - Robert Half - Las Vegas, NV  
March 2020 to March 2020

to March 2020

- Imaged 350 PCs and Laptops via USB or Windows Network share
- Configuring and Deploying Windows 7 PCs to Windows 10
- General troubleshooting on end users' desktops and printers (viruses, malware, backup)

### **Desktop Support Analyst**

United Health Care - Robert Half - Las Vegas, NV  
January 2020 to March 2020

- Member of the Tier 1 help desk support Team.

- Routed all help desk calls and emails to appropriate departments for next level support
- Managed Win 7 and Win 10 OS PCs and Laptops Common Task:
- Reset windows passwords and 10 other propriety system passwords.
- Answered 25 call average per day
- Close 25 tickets per pay using Service Now Ticketing system or from email que.

### **Computer Analyst**

TPX - Robert Half - Las Vegas, NV

December 2019 to January 2020

- Imaged 150 PCs and Laptops via USB or Windows Network share
- Configuring and Deploying Windows 7 PCs to Windows 10
- General troubleshooting on end users' desktops and printers (viruses, malware, backup)

### **Systems Technician**

I Clark County, NV - Las Vegas, NV

March 2018 to August 2018

- System Technician I
- Image desktops and laptops with windows 7 and Windows 10 for deployment to various departmental users.
- Field technician supporting various departments throughout the county.
- Utilizing Service Now ticketing system for all users incident.
- Troubleshoot Dell desktops and Laptops.
- Resolve Microsoft office and other proprietary user programs issues.
- Resolve user's local and network HP and Konica printer issues.

### **Asset Manager**

Cosmopolitan Hotel and Casino - Las Vegas, NV

June 2017 to March 2018

- Inventoried all IT related assets and software used by the hotel casino.
- Ordered all IT related assets and software.
- Imaged and configured all IT related assets via Dell KACE software.
- Deployed and installes various assets and software needed by various departments.

### **Linux Administrator**

JASSEN - San Diego, CA

November 2015 to March 2017

Part Time

- Linux network troubleshooting, monitoring and maintenance via, log watch and sysstat tools and automation via shell scripting.
- Linux administrative duties (user and group administration, NIS,NFS, DNS, DHCP, ROUTING, Backup via Rsync to local NAS and remote Amazon) Configure/maintain/update hardware and drivers for network devices.
- Install OS (Centos) and patches to keep system software up to date.
- 11 servers (Super Micro, IBM, DELL, and EXXACT) / 8 compute nodes / 7 User Workstations (HP, IBM, and DELL).

- Install, configure and maintain Sun Grid Engine and Schrodinger Maestro for Scientific HPC presently 2 servers (1 backup) and 8 nodes (desktops) (scalable) utilizing 192 CPU cores.
- Install, configure and maintain Schrodinger, Desmond/FEP and AmberXX software for Scientific HPC presently server utilizing 40 GPUs (NVidia Titan (X), 1080's, Telsa k80's).
- Utilizing JIRA ticketing system to document changes and update team and build a knowledge base.
- Utilize VMware for testing new network configurations, workstation and server software and system updates to ensure little to no down time. Utilize VMware to test computation server farm grid tuning with bash scripts and Maestro.
- Interfacing with external vendors to resolve vendor related hardware and software challenges.

#### CONTRACT WORKER (W2)

ML Coleman Industry

July 2014 to November 2015

- Installing and configuring small home/business networks with 2-4 computers and generally one router.
- General troubleshooting on end users' desktops (viruses, malware, backup)

#### **SR. Help Desk Technician, Linux Technician**

PEREGRINE SEMICONDUCTOR - San Diego, CA

June 2012 to July 2014

Full Time

- Keep IT team and users abreast of industry and product advances. Research patches, updates and solutions for computer issues, both hardware and software. Closed an average of 250 tickets per month.

Ticket System JIRA

- Provide project management assistance to the IT operation manager in areas of focus impacting user quality of service and functionality.
- Respond to initial telephone, email and other requests for a variety of technical support items via JIRA tracking software in the designated time frames.
- Coordinate and consult with end-users, application development, infrastructure, client services, reporting manager, vendors and team members to meet/exceed user requirements and end-user satisfaction.
- Maintain Knowledge base and publish to SharePoint. Responsible for ordering, tracking, inventory and deployment of printers, computer hardware/software via Oracle for local and global users.
- Coordinate with IT team and department to provide timely equipment issuance for On-boarding user as well as replacement, repairs and upgrades for existing users (HP, DELL, Lenovo and Apple MacBook's).
- Manage all ongoing IT vendor relationships for procurement of equipment and services.
- Support enterprise smartphone users (iPhone / Android) by creating profile, reset activation codes, password reset, feature activation, warranty repairs and upgrades.
- Install, configure and support various Microsoft Operating systems (XP, 2000, Windows 7, and Windows 8, 8.1, Mac OSx) via Microsoft SSCM.
- Install, configure and support various Centos Linux operating systems via kick start files, USB and DVD, Basic to Intermediate task. (IP/DNS/DHCP/NIS/NFS/USER ADMINISTRATION)
- Create and maintain various user accounts (Exchange, Active Directory, BOX, Adobe Creative Cloud, and Go to meeting and HiDef Citrix)
- Support remote users using Cisco VPN to access corporate network.
- Manage remote devices security software ensuring security polices are enforced when not on the company's network via Bit locker and Desktop Central.
- Internal Auditor for company certified ISO/TS 16949.

## Education

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### **Diploma in Information Technology**

General Education West Point High School - West Point, MS

June 1990 to June 1993

## Skills

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- Linux (4 years)
- Windows (10+ years)
- Networking (3 years)
- nagios (Less than 1 year)
- SGE (2 years)
- Server (3 years)
- Comptia
- Pc Support
- Desktop Support
- Computer Repair
- Apple
- Help Desk
- Comptia CertMaster Security
- (not obtained)
- Comptia QuickCert Linux +, Project
- (not obtained)
- Red Hat Linux I & II
- [//www.linkedin.com/in/marcuslcoleman](http://www.linkedin.com/in/marcuslcoleman) Sun Grid Engine
- Microsoft Operating systems Administration (XP, 2000, Windows 7, and Windows 8, 8.1)
- Microsoft SSCM. REDHAT
- CENTOS 5
- 7 Linux Administration (NFS, DHCP, DNS, RSYNC, Amanda Network Backup)
- AWS
- VPN
- ISO/TS 16949
- LAN
- WAN
- TCP/IP suite
- SMTP
- DNS
- HTTP
- Ticketing Systems (JIRA, Remedy, Siebel) SELF-STUDY

- (books, SANS webcasts, text exams) Security +
- GIAC New Horizon Learning Center
- San Diego
- CA 2014
- Active Directory

## Assessments

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### **Basic Computer Skills: PC — Proficient**

November 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Proficient](#)

### **Technical Support — Highly Proficient**

September 2020

Performing software, hardware, and network operations

Full results: [Highly Proficient](#)

### **Work Style: Reliability — Expert**

November 2020

Tendency to be dependable and come to work

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.