

Marshal A. Barnhart

Senior IT Support & Administration
Junior IT Account Management & InfoSec

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MOTIVES & TRAITS

Technology has allowed me to work and play throughout my life, from my first Pentium II as a kid. I've held jobs at small computer repair shops, as a freelance Field Technician, and small office Administrator before I chose a career in IT. I was just working in restaurants anyway!

I have returned to Portland only recently and spent time at an MSP, and a tech firm in SF. I'm looking for a career and culture fit and to live here long term.

My greatest strengths lie in an empathetic and efficient way of collaborating with clients and end users to best utilize all IT infrastructure at their disposal through quick action, and resourcefulness supported by the broad experience that I bring to the party.

EDUCATION

PORTLAND & LANE COMMUNITY COLLEGES

Various courses in Computer Information Systems and Programming

AUTUMN 2010 – AUTUMN 2013

CompTIA A+, Network+,
Security+ circa 2012

KEY TECHNICAL COMPETENCES

- Microsoft environment integration including but not limited to ISS, WSUS, SCCM, legacy Exchange administration and Office 365, Active Directory Domain Services, and Powershell scripting.
- Apple OSX and iOS environments with special knowledge of Casper and it's integration into Microsoft domain. Thorough hardware and software troubleshooting experience.
- Linux/BSD in most distribution flavors available. Skilled in bash and Python scripting, configuration management, LAMP stack, mail, file, and web server creation and maintenance, and much more.
- Networking skill includes IDF and switch maintenance and clean, effective cable management. Able to identify and use network protocols and to what abstraction they are according to the OSI model.
- Cybersecurity skills based on the study and practice of the underlying, fundamental aspects of bypassing networks and systems using the C language, various manuals, VM's, and security suites.
- Virtual machine set up, use, and integration into any environment, including servers. I am experienced with VMWare, Virtual Box, and QEMU.
- VPN protocol use and implementaion such as OpenVPN, RSA, PGP, SHH. Firm understanding of cryptological concepts and strategies.
- Booting measures such as utilizing PXE, multiple OS integration with GRUB, and correct partition table implementaion using the MBR or GPT system.
- ITSM understanding, particularly ITIL and ISO 2000. Able to implement and carry out management goals and policies through established protocols.

PROFESSIONAL EXPERIENCE

SUPPORT ENGINEER, BIG FISH GAMES, INC.

April 2016 – August 2018

- I oversaw the IT needs of over 80 end-users at the Oakland studio and assisted remotely at the main office in Seattle. Using PC, Mac and Linux environments, providing wildly varying software and hardware installation services and on demand troubleshooting at a bustling mobile gaming company.
- Ticketing system was Request Tracker, bolstered by iOffice asset and inventory management. Network management, wiring access points, IP phones, and switches with patch panels. Server and Exchange maintenance, as well as VR builds and A/V set ups.
- Through teamwork and efficacy, the home office in Seattle and I assisted in the migration of the entire company (600+) to Office 365 in one week. I organized and brought up-to-date all inventory when we began using iOffice.
- Left to tour the US, now looking to continue my career.

TECHNICAL SUPPORT SPECIALIST at GRAPHIC PRODUCTS INC

Portland OR – April 2015 until November 2015

- Here we used Spiceworks and then Footprints ticketing systems. Evaluation, troubleshooting, reporting and of course, closing tickets from a multitude of issues like approved software installs and upgrades, hardware setups and maintenance and whatever else end-users threw at me, all with a smile.
- Inventory management with Lansweeper and vSphere software. Oversaw the purchasing, storage and deployment of all new IT equipment, as well as maintained consistent records for all IT assets new and retired.
- In charge of setting up new hires and remote workers with VMware Horizon, coordinating my team, HR and the hired employee's department to ensure that all IT needs are ready at start.
- Relocated in good standing.

DESKSIDE SUPPORT at NIKE WORLD CAMPUS

Beaverton, OR - January 2014 until January 2015

- Assisting end-users at Nike's HQ and other offices remotely using Citrix Clarify ticketing to assess tickets and troubleshoot them or escalate to the proper department. PC/Windows environment. Collaborating with my team to ensure tickets got the most effective care and to meet any SLA.
- Asset management and deployment of employee workstations, including the wiping and imaging of new and used assets. Assisted in maintaining the image used for Nike's user systems.
- Use of an in-house inventory system to assess and deliver needed equipment all around the campus. SCCM for software update and install pushes, Active Directory and vSphere to administrate end-users accounts as needed (password resets, etc.).
- Laid off due to consolidation of the IT department.