# MARCUS L JOHNSON

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## Summary of Qualifications

- Experienced with system and network administration
- Installed software and application in accordance to user standards
- Troubleshooting hardware and software problems
- Strong Linux and Windows expertise.
- Excellent Installing and configuring skills the resolved peripherals, components & drivers
- Able successfully lead technical support and project teams with deadlines producing results
- Excellent verbal/written communication skills & Detail oriented, able to multi-task in accordance
- Computer assembling and maintenance

## Technical Skills

- Operating Systems:    Linux, Windows 98/NT/2000/XP/ME, Solaris, Macintosh OS, AIX
- Networking:   NT Server, NOVELL, FTP, Telnet, TCPIP, firewall, Sockets Windows 200/NT, UNIX Sun LAN/WAN, VLAN, TCP/IP, Ethernet (10/100/1000), DNS, DSL, file and print sharing configuration
- Software / Tools:       MS Office, Access, Project, Visio, Hyena, Insight Manager, Dreamweaver, Flash,
- Programming: Statistical Analysis System(SAS) ,LC, C+, C#, Java, HTML, Perl, PHP, Java Applets, Java     Script
- Hardware:      PC and Server assembly and repair, switches, routers, hubs, peripherals
- Database:       Oracle, Informix, MS SQL Server7/2000, T-SQL, Access 2000, ODBC, DAO/RDO/ADO, Btrieve, FoxPro

## Employment History

**U.S. Security Associates**                                   Portland, OR
*Security Guard / Helpdesk*                              **February 2017 - Present**
- Troubleshot system performance in absence of System Analyst or the Director ensuring technical and support control efficiency
- Researched and resolved issues/inquiries daily
- Provided responses to inquiries in writing using professional email skills
- Escalated issues to the proper help desk associate when necessary and followed up on any escalated issues, all within a timely manner

**The OMC Group**                                        Vancouver, WA
*Tech Support / Website builder*                         **May 2015 - February 2017**
- Provided Lead Tech support via customer-facing and phone for mission critical applications and servers
- Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions
- Created and monitored batch jobs to ensure that the process is performing
- Planned, developed and executed medical website for Audiology Practice with emphasis on website branding, usability, professionalism, and search engine optimization strategy
- Created initial user test and feedback to assure usability attributes
- Worked virtually with team using Google docs, Dropbox, Screencast, GoToMeeting, and Skype to complete company projects.
- Build templates for lawyers with HTML/CSS
- Design Photoshop Photos and putting them the lawyers Facebook & Twitter

**Motion and Flow Control Products, Inc.**               Portland, OR
*System Network Administration /Computer Programmer* **December 2014 - July 2014**
- Reported to higher government official's daily status reports of system and network operations.
- Mentored Jr. System Administrators in UNIX/Windows Operating procedures.
- Organized the planning and installation for hardware and software upgrades to system and network equipment with minimal service interruptions.
- Active Directory (Manager Account Users, OUs, Domain, Site
- Monitored and administered System's Backup through EMC Legato Networker
- Produced user friendly screens which serve as an interface to produce reports using Access, Excel, and Word.
- Produced various reports in Statistical Analysis System (SAS), HTML, XML and VRXML format.

**Ace 503 Running Rebels Girls Basketball Non-Profit**          Portland, OR
*Volunteer / Basketball Coach*                         **July 2002 - Present**
- Adapt to face paced environments in a short time notice
- Excellent Communication Skills, Volunteer Girl Basketball Coach
- Sustained a positive energy and persona to create a kind experience for guests.
Maintained high level of patient satisfaction, Volunteer Events and Charities

**Education & Professional Development**

Heald College          Associate's Degree Information Technology     Portland, OR