

MARK AGAPOV

PROFESSIONAL EXPERIENCE

IT SUPPORT TECHNICIAN INTERN

Slalom Consulting Group, Seattle, WA / Sep 2019 – Present

- Greet employees who walk into IT and assist when possible
- Learn how to assist in running diagnostics and coordinating with manufacturers to fix devices that need repair
- Assist in monitoring and addressing new issues that are submitted for support

SECURITY SPECIALIST/ELECTRONIC INVENTORY SPECIALIST

Security Industry Specialists, Seattle, WA / Dec 2018 – Aug 2019

- Managed and coordinated radio equipment and logistics for campus operations, ensuring all personnel were equipped to communicate with the business access control center
- Monitored badge access control and confirmed client identities, resulting in zero intrusions on campus
- Developed solutions for customer questions to help support all client teams, ensuring campus operations ran efficiently

FIELD RADIO OPERATOR/DATA SYSTEMS ADMINISTRATOR

United States Marine Corps, 29 Palms, CA / Dec 2016 – Dec 2018

- Diagnosed and troubleshot Harris radios and encryption tools; encrypted data with cryptographic keys, programmed channels, and reported issues to chain of command, ensuring all field communications were established
- Managed and secured tactical and communication inventory worth \$400,000, reporting \$0 of lost or misplaced equipment
- Certified in Field Radio Operator training by Marine Corps Communications Electronic School

DATA ENTRY AND SHIPPING SPECIALIST

Farwest Steel, Renton, WA / Aug 2014 – Aug 2014

- Tracked inventory in Oracle and marked items with part numbers and measurements, ensuring inventory counts were accurate using scanners, manual counts, and hand tools
- Inspected inventory to ensure conformity to quality standards and specifications; informed management regarding material deformities
- Reviewed customer paperwork and helped resolve any issues for clients

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EDUCATION

YEAR UP PUGET SOUND

GPA:4.0

Seattle, WA

Certification Computer Network System Support Candidate (Expected graduation Apr 2020)

GREEN RIVER COLLEGE

Auburn, WA

Completed coursework towards A.S. Network and Communications Management (Dec 2017)

ADDITIONAL SKILLS

Computer Assembly and

Disassembly

Data Systems Administration

Microsoft Office Suite

Windows 10

Business Communication

Software/Hardware

Troubleshooting

Customer Service

Computer Hardware

Maintenance

Web Design (JavaScript and

HTML)