

MARCUS SMITH
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SKILLS:

- Conference / Event AV Support (Google Hangouts, MS Lync, MS Web Conference, Zoom, Mitel Teamwork)
- Client Operating Systems- Microsoft, Linux, Mac OSX
- Microsoft Windows Server Operating System/ Active Directory
- Microsoft Office Suite 2010 -2019 (Word, Excel, Powerpoint, Publisher, Outlook)
- Internet Web Browser (IE8, 9, Firefox, Safari, Chrome)
- Creative Problem Solving Solutions
- Flexible with multitasking
- Technical project management with successful accomplishments
- Wide variety of managerial skills and Techniques
- Inside and Outside sales oriented
- Open to working in a team environment
- Remote desktop support (RDP, Zoom, Mitel Connect,VNC,SSH, Dameware, SCCM)
- Network Printer and Scanner support (Xerox, HP, Dell, Ricoh, Canon)
- Working knowledge of AS400, MIS and Sandis
- Working Knowledge of Lotus Notes
- Moderate understanding of networking (TCP IP, DHCP, Subnetting)

WORK EXPERIENCE:

Frank D. Lanterman Regional Center, *IT Support Specialist I*

June 2014- Present

- Provide Desktop support for 350+ employees
- Conduct routine maintenance on desktop and laptops
- Assist clients with computer related issues through deskside and remote support (VPN, Zoom)
- Reset accounts through Active Directory and AS400
- Troubleshoot AS400 printer issues
- New hire equipment setup and deployment
- Administrative and clerical assignments (Invoices, Authorizations, Check prints)
- Troubleshoot some network related issues
- Perform rackmount maintenance to include (UPS, Server, and Switch replacement)

Astreya/ Google Inc, EMT/ Desktop Support Engineer (Tier I & II)

June 2012 - May 2014

- AMER4 Regional Inventory Order Processor
- Troubleshoot and Configure Desktops, Laptops, other Google owned devices
- Assist in new hire setup (desktop, laptop, IP Phone support)
- Conduct inventory stock counts
- Assist in video conference room inspections, PM's, and troubleshoot
- Troubleshoot Ricoh, and HP Copiers, Printers, All in one's
- Troubleshoot and configure Avaya VoIP Phones

VACO Technology / Fox Studios, Deskside Services Engineer (Tier II),

December 2011- June 2012

- Assist clients with desktop issues
- Conduct routine maintenance on desktop and laptops
- Support clients with IPAD2, Blackberry and iPhone issues
- Fix Xerox and HP related printer issues
- Install Fox approved software
- Assist and configure VoIP Phones

VACO Technology / Swift Transportation, Help Desk Support (Tier I),

April 2011 – December 2011

- Assist clients with computer related issues through remote support
- Reset accounts through Active Directory
- Install software through VNC
- Assist with setting up new accounts on Lotus Notes 6.5, 7, and 8.5
- Troubleshoot AS400 errors
- Troubleshoot AS400 printer issues
- Assist with adding and removing printers to the user's profile

LA's Best After School Program (Part time), Field Desk Side Support,

February 2011 –February 2012

- Provide over the phone support to troubleshoot issues
- Support 190 schools, 600 users, 100 staff members
- Fix all hardware related issues for desktops, laptops, printers, copiers and other school related equipment
- Provide onsite assistance with printer issues and network issues
- Set up 30 user computer labs
- Perform 2 - 3 site visits for repairs daily

Clear Path Networks, NOC Technician,

November 2010- April 2011

- Provide over the phone support to customers across the world
- Conducted remote installations
- Troubleshoot network issues using Linux, online portal, and remote access
- Monitor client networks via reachability graphs and site contacts
- Send out reports regarding client outages and high CPU Monitoring

U.S. Census Bureau, Crew Leader Assistant,

March 2010 – June 2010

- Conducted daily meetings to discuss daily issues in regards any issues that was addressed
- Conducted quality assurance checks daily before submitting enumerator Questionnaire
- Observed and analyzed Enumerators conducting Interviews
- Conducted enumeration process at different Facilities for Group Quarters Living (Homeless shelters, Group homes, Mobile home parks, General homeless locations and private homes)
- Directly supervised 7 other enumerators
- Provided accurate information to Supervisor regarding facilities that were enumerated

United States Marine Corps Reserves, Sergeant/ Food Service Specialist,

June 2000 - October 2006

- Assumed all the responsibilities of being a Food Service Specialist
- Fully equipped to assume and carry out duties and responsibilities
- Motor Transportation (2.5 tons, 5 tons, 7 tons forklifts, and ambulance)
- Served in "Operation Iraqi Freedom II" 06/ 2004- 06/ 2005

VOLUNTEER EXPERIENCE

True Way Full Gospel Deacon,

June 2005 – Present

- Recently promoted to Chairman of the Deacon board
- Represent the church at various religious and community events
- Open and close the doors of the church
- Council members with questions and problems
- Conduct clothes and food giveaways
- Sunday School Teacher

EDUCATION

United Education Institute [UEI College]

Computer System Technical Services

Certificate Graduation Date: November 2010

James A. Foshay Learning Center

June 1996 - June 2000

High School Diploma June 2000

References available upon request!