

MARQUEL MCDOWELL

IT Computer Support

San Francisco, CA
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239-628-2344

Personal Mission Statement

"To create a platform for those who believe in the evolution of creativity to construct their own living destiny" -Marquel McDowell

I am a dedicated individual, with strong leadership skills, quick learning abilities, dependable work ethics and I works well with others.

#readytowork

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Computer Repair Technician

Revivn - San Francisco, CA
August 2020 to Present

- Assess conditions of incoming electronics
 - Install and configure hardware, software, and peripherals
 - Technically inspect, classify, sort, disassemble and repair computer hardware
 - Record configuration, repairs performed and cosmetic information in the Revivn inventory system
 - Focus on data accuracy and production quality
 - Knowledge of different computer operating systems and hardware
 - Knowledge of Apple and Microsoft applications and operating systems
 - Knowledge of BIOS configuration and upgrade utilities
 - Identify and install both PC and Apple hardware/peripherals
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Lorenzo Walker Technical College Intern

LWTC - Naples, FL
October 2019 to August 2020

Troubleshooting, Classroom Support, Train students on Cisco, Remote Services, Printer and CPU configuration.

- Microsoft Office Applications
- Leadership, Teamwork
- Network Device Management
- Hardware Installation
- Remote Services

- Printer Configuration/Maintenance
 - Basic Router and Switching
 - Customer Support Skills
 - Active Directory Implementation
 - Managing Local User and groups
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- Windows System Tools
 - Operating Systems Troubleshooting
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- Windows Application Management
 - Network Security
 - Communication
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Head Security Officer

Discovery Village - Naples, FL
April 2019 to August 2020

Train security guards, Inspect building, Initiate protocols, Document reports, check emails, view security cameras and loss prevention

Security Officer

US Security - Fort Myers, FL
May 2017 to April 2019

Prevented illegal activity, Protected employers, residents and potential customers, monitor surveillance equipment, follow instructions

Lot Manager

Audi - Fort Myers, FL
April 2015 to May 2017

Established purchase orders, provided serial numbers, inspected and documented damages, systematic parking and stored keys

Detailer

Express Wash - Lehigh Acres, FL
June 2014 to March 2015

Detailed inspections, provide exceptional customer service, efficient attention to detail, handled customer profiles, record keeper of gas, mileage and vehicle conditions

EDUCATION

Vocational/Technical in Network Support

Lorenzo Walker Technical College - Naples, FL
August 2019 to May 2020

High school diploma

Riverdale Highschool - Fort Myers, FL

SKILLS

- Skills
- Microsoft Office Applications
- Printer Configuration/Maintenance
- Basic Router and Switching
- Network Device Management
- Customer Support Skills
- Hardware Installation
- Active Directory Implementation
- Remote Services
- Managing Local User and groups
- Windows System Tools
- Windows Application Management
- Operating Systems Troubleshooting
- Network Security
- Communication
- Leadership
- Teamwork
- Linux
- Network Support
- DNS
- LAN
- Network Firewalls
- Technical Support
- VPN
- VMWare
- Microsoft Windows Server
- TCP/IP

CERTIFICATIONS AND LICENSES

CompTIA A+

CCNA

CCENT