**Malcolm Manson**

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**OBJECTIVE:**

To obtain a position utilizing my skills and experience in a technical company with career growth.

**WORK AND LEADERSHIP EXPERIENCE:  
  
  
Technical Support Engineer / Project Manager**

**Apex with Nike**

March 2021 - Present

* Use Service Now to triage escalations
* Reach out to Nike Stores to resolve issues
* Work with the NSO team to prep Nike Stores for opening
* Collaborate with team to figure out best practice for store openings
* Jira / Splunk / Velocloud experience
* Uphold Timelines for store openings and ticket resolution times
* Putty / Switch / Firewall / VLAN configuration experience
* QC escalations and provide training to service desk to resolve issues more consistently.

**Support Technician Level 2 Airship Industries**

October 2019 - January 2021

* Asses customer issues appropriately to find a solution
* Take escalations from level 1 and assist them in resolving the issue
* Run queries and check replication on SQL
* Manage EMS and setup EMS servers
* Manage WUG and other health monitoring services
* Add/Update assets in WUG (Whats Up Gold)
* Resolve tickets in Jira in a timely manner
* Learned basics of Linux and VM’s
* RDP and Firewall Experience
* Server Administration
* Install EMS on Linux based systems

**On-Site/Support Technician Evergreen POS**

April 2017-October 2019

* Go on-site to asses software/hardware issues and resolve if possible
* Prep new hardware for fresh installs and upgrades of customer sites
* Remote support and troubleshooting
* Take escalations from helpdesk and address accordingly
* Head Projects that improve workflow

**IT Technician FusionTek** October 2016 – April 2017

* Provide excellent customer service to over 50 clients.
* Use ticketing systems to log time, keep track, and resolve user issues
* Troubleshoot issues that may be above my expertise to provide information to higher level tech
* Use Active Directory to add and manage users
* O365 Admin capabilities

**Visual Data Specialist Google Bothell with Randstad**

October 2015 - May 2016

* Delivered productivity and quality in fast-paced environment which required attention to detail and accuracy in data entry.
* Analyzed data to make workplace decisions in accordance to quality control policies. Required strong communication skills with team and management.
* Refined and developed skills in basic 3D mapping using propriety software while following project timelines.

**EDUCATION**

**Trinity Lutheran College** Everett, WA

2014 - 2015

Majoring in Computer Science with Focus on IT

**Mariner High School** Everett, WA

2009 - 2013

High School Diploma

**SKILLS**

| Expert in Windows and MS Office | Excellent communication skills | Setup/repair/configuration of computer systems |
| --- | --- | --- |
| Autotask Proficient | Kaseya Proficient | Excellent Troubleshooting Skills |
| Active Directory Experience | O365 Admin Experience | Some Virtual Machine Experience |
| Some Server/Switch/Firewall Installation | PCI Compliance Certified | Very Fast Learner |
| Advanced networking | Positive attitude | 50 wpm and 10key |

| Proficient in Linux | Server Installation | CCTV Experience |
| --- | --- | --- |
| RDP and Remote Applications | Connectwise Proficient | GoTo Assist Proficient |