**MARCUS L JOHNSON**

(971) 678-4224 [Laray30@gmail.com](mailto:Laray30@gmail.com)

**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.**](https://www.linkedin.com/company/motion-and-flow-control-products) 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