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| MARCUS BUCKLEY  3343 Bagley Avenue Los Angeles CA 90034 · 443-415-8059  Msport442@gmail.com |
| Network Technician with five years of technical experience in various hardware and software technologies seeking to obtain a role in network administration |

# Experience

### 07/2019 – 07/2020

## END USER EXPERIENCE technician, TURNER TECHTRONICS – FOX/DISNEY

* Physically install, configure and test network devices and maintain wiring in maintenance closets
* Diagnose and troubleshoot warning/alarm action items and resolve trouble tickets
* Serve as direct support for all A/V, Zoom conference and studio requests
* Served as lead support for all incidents, request, break/fix in enterprise environment

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| 07/2016 – 07/2019field technician, keyw cORPORATION  * Administered LAN, wireless and virtual networks in an enterprise environment for USDA * Completed successful migrations and deployments, managed Active Directory & group policy & implemented device patches and upgrades from all vendors * Maintained asset tracking and access control, granted file and access permissions * Monitored, diagnosed and resolved data, voice and VPN connectivity to ensure high availability to meet SLA | |
| 04/14 – 07/2016PC Technican, johns hopkins hospital  * Served as Tier II desktop technician in a fast-paced environment diagnosing and resolving a vast array of request and incidents * Created and managed user profiles in Salesforce, Citrix, Mobile Iron, Avaya and Windows Server and Apple Mountain Lion * Imaged and Deployed machines using SCCM, completed several hardware rollout projects and enforced change management updates and updated department’s knowledge base |

# Education

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| 05/2016Applied information technology bs, umd - baltimore |
| 04/ 2020SY0-501 Security +, COMPTIA02/ 2018SY0-401 NETWORK +, COMPTIA |

# STRENTHS

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| * Microsoft Office 365 Suite * OKTA, JamF, Sophos * Zoom, Slack, Adobe Creative Cloud | * Service Now, Slack, Zendesk * Symantec, MobileIron, Barracuda * Citrix, Cisco Any Connect, Juniper Pulse |
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