**Marc Treyens**

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**Experience:**

**Protingent Staffing (Kymeta Corp as Client)** Redmond, WA

IT Support Consultant November 2020 - August 2021

*Daily Work*

• First Tier Helpdesk addressing and assigning tickets - Onsite and remotely

• Laptop/Desk reimaging, asset tagging, inventory management

• Onboarding/Offboarding Employees from enterprise systems and tools

**Visit Seattle (King County Convention and Visitors Bureau)** Seattle, WA

IT Admin/Helpdesk September 2007 - May 2020

*Initiatives and Projects*

• Planned, coordinated and implemented upgrades to user hardware as well as infrastructure technology every 3 to 4 years.

• Helped plan and migrate enterprise between CRM vendors in 2013.

• Collaborated on migrating enterprise to Office 365 and deploying Microsoft Teams with Watchguard VPN to facilitate ‘Work From Home’ in response to Covid-19

• Researched and coordinated with Interface Technologies Northwest for phone system upgrade and maintained vendor relationship after upgrade.

• Assisted departments in using CRM and developing tools and templates as liaison between departments and CRM vendor.

*Monthly and Annual Objectives*

• Collaborated on overall budget for IT Department and rollout schedule for purchases.

• Created SOPs for new initiatives, technology and department tools.

• Maintained inventory of technology assets.

• Created ‘Knowledge Base’ documents for users for self service.

• Led educational seminars for CRM and other technology tools for coworkers.

*Daily Work*

• First and Second Tier Helpdesk - Onsite and remotely

*Technical Skills/Knowledge*

• Microsoft Active Directory, Powershell Script, Azure and Office 365 Administration

• CRM architecture and administration, SQL architecture

• Helpdesk systems and SOPs

**Education/Certification**

• 13 years ‘hands on’ IT experience within Marketing/Sales oriented non-profit

• Ongoing mentorship from IT Director

• Annual for-profit continuing education seminars for subjects of interest related to IT Administration: Microsoft Exchange, Office 365, ransomware prevention/recovery, Simpleview CRM

**Hobbies and Interests**

• Mutual Aid coordination

• Community organization and coordination for gaming hobbies, activism

• Electronic music production