**Cidney Joshua Marbella**

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**OBJECTIVE**

Seeking a fulfilling position in a dynamic professional environment, where I can utilize my technical and managerial skills to provide support to a growing and reputable organization.

**EDUCATION**

**Bachelor of Computer Science in Computer Information Technology**

California State University Northridge Expected Graduation: June 2021

**CERTIFICATIONS**

AWS Cloud Practitioner (In Progress)

CompTIA Network + (In Progress)

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**EXPERIENCE**

**UCLA Health**, Westwood, CA June 2020 - Present

**Desktop Support Analyst -** Contract

* Provides direct and remote technical assistance and support to general and specialized medical staff for network, hardware and software issues.
* Documents incident and resolution information in IT service management suite, ServiceNow.
* Created a Standard Operating Procedure for the installation and configuration of medical software.
* Member of on-going Refresh Project, upgrading computers, printers, and other critical medical grade technology.
* Partook in the live-implementation of the OneSign software, throughout the organization, assessing go-live sites, coordinating with unit directors and clinic managers, and troubleshooting software issues.

**GFI**, Vernon, CA September 2019 – March 2020

**Social Media Coordinator**

* Maintained a solid online and social media presence via regularly automated posts, with a focus on user-engagement, and product photography.
* Instrumental in the revamp of the GFI website, configuring both back-end and front-end design, with a focus on User Experience design principles.
* Coordinated directly with company president, tracking and monitoring user-engagement and clientele confirmation.

**SKILLS**

Operating Systems: Windows

Programming: AWS CLI, Terraform, HTML

Applications: Amazon Web Services, PDQ Deploy, Bomgar, Quest Active Directory

Inter-personal Skills: Communication, Leadership, Planning, Team-Player