Marcus Costantine

Ocoee, FL ▪ (321) 240-7881 ▪ [usn9695@yahoo.com](about:blank)

**IT SUPPORT TECHNICIAN**

Customer Service oriented professional seeking an IT Support Technician role to apply knowledge and training in hands on/on-site support gained through the Computer User Support Specialist course at ACI Learning.  Trained in Windows 10 and network user support as well as hardware failure resolutions.  Skilled in effective communication as a means to identify, document and resolve technical issues. Currently pursuing CompTIA A+, Network + and Security + certifications.

**SKILLS & ABILITIES**

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| * Customer & Client Service | * Windows 10 & Office 365 | * Prioritization |
| * Technical Support | * End User Support | * Software & Hardware |
| * Active Directory | * Network Management | * Backup & Recovery |
| * Configuring Software | * Operating Systems | * LAN/WAN/VLAN/Wi-Fi |
| * Help Desk & Ticketing | * Analytical Skills | * Data Management |

**EDUCATION & CERTIFICATIONS**

**Computer User Support Specialist Program** | ACI Learning | Jacksonville, FL **2021 Graduate**

**Professional Certifications**:

**ITIL v4 2021 CompTIA A+ In Progress CompTIA Network+ In Progress CompTIA Security+ In Progress**

**National Incident Command System 300 2020 National Incident Command System 400 2020 Introduction to the Incident Command System (IS-00100,b/c/leb**) **2019 ICS for Single Resources and Initial Action Incident (IS-00200.b) 2019 Effective Communication (IS-00242.b) 2019 Public Information Officer Awareness (IS-00029.a) 2019 National Incident Management System (IS-00700.a) 2019 National Response Framework (IS-00800.c) 2019**

**PROFESSIONAL EXPERIENCE**

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| **Patrol Supervisor** | US Navy | Atsugi, Japan | **Oct 2014 - Aug 2021** |
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* Directly lead 14 US Navy and seven Japanese Security Guard Force personnel in Antiterrorism Force Protection duties and all aspects of law enforcement.
* Monitored CCTV and IDS Alarm system.
* As a Field Training Officer, overviewed the training and qualification of 30 sailors.
* As a Military Customs Inspector, ensured the inspection of aircraft inbound to Japan for contraband, rodents, insects, ectoparasites, and damage with zero discrepancies.
* Lead 12 sailors in back to back deployments supporting special mission and Military Sealift Command assets.
* Lead cross deck planning efforts encompassing weapon, gear and personnel transfer.
* Ensured the logistics and safety of three underway qualification gun shoots.
* Mentored 12 sailors leading to active involvement in the US Navy’s new Sailor 360 program and leading to all 12 sailors being qualified Expeditionary Warfare Specialist.
* Conducted biweekly gear inventory in accordance with command policies.
* Worked as a Supervisor guarding Strategic Assets within the Personal Reliability Program.
* Directly lead 42 personnel within the security department, ensuring the safety of the assets while giving career guidance to young Sailors.
* Monitored and authorized entrance and departure of active duty personnel and contractors to guard against theft and maintain security of the premises. Additionally, confiscated contraband to ensure the integrity of the operational area.
* Kept security and facility managers updated on security activities and incidents with thorough daily reports.