**Mark Fedin**

5401 S. 12th Street Apt. 404 **(253) 754-7961**

Tacoma, WA 98465 **Fedinmk1@gmail.com**

**Education:**

**Green River Community College:** Candidate for B.S.: Cybersecurity & Networking Expected January 2022

**Big Bend Community College** - Associate of Applied Science: IT Administration June 2020

**Columbia Basin Job Corps** – Trade Graduate: Computer Networking Cisco March 2019

**Tacoma Community College-** General Education Diploma July 2016

**Skills and Certifications:**

* Network maintenance
* Configure server and network security settings
* Support and maintain PC, Laptops, server, and network equipment.
* Troubleshoot and repair hardware and software.
* Experience with Windows server 2016, windows 10, Linux, and Cisco software.
* Command line and troubleshooting experience
* Provide technical assistance via phone, email, or in person
* Train and provide support for users in information technology degree
* Certifications: IC3, and Comptia A+
* Experience with Microsoft office and G-suit
* Fast learning and able to learn new software quickly
* Fluent in Russian

**Work Experience:**

**Fred Meyer Tacoma, WA** *March 2020-Present*

*Electronics Cashier*

* Help customers to find the best product for their need
* Educate customers on different electronical equipment
* Provide great customer service

**Big Bend Community College Moses Lake, WA**  *September 2019-March 2020*

*Work Base Learning: Desktop Support/Student Support*

* Troubleshoot and fix equipment, implement new solutions and monitor data center lab
* Provide training and support to the students
* Implement new IT solutions for the students
* Utilize Access to manage Hardware Database
* Assist supervisor and manager with all of the technical needs

**Star MD Ellensburg, WA** *January 2018-August 2018*

*Call Center Representative*

* Answering call and transferring customers to the right medical representative
* Entering customers information utilizing G-suit
* Provide support to the customer and answering all the question.