

Marcus B Clements

Professional Summary

Skilled multitasker with superior work ethic and great teamwork, problem-solving and organizational skills. Willing to take on any task to help the team and foster an accepting and diverse work environment. Reliable and dedicated team player with a hardworking and resourceful approach to problem-solving. Employment references are available upon request.

Work History

University Of Wisconsin-La Crosse - Student Audiovisual Technician & IT Support Technician

La Crosse, WI

10/2023 - Current

- Hosted and mixed live events in a professional team environment with well-controlled lights, sound, and video streaming.
- Streamlined event production by coordinating closely with event organizers and presenters and accommodating their needs.
- In person, phone, and ticketing systems for customer support
- Daily responsibilities include hardware, software, and IAM system support
- One-on-one customer support for students and staff facing a wide variety of issues across our campus software suite

Starbucks - Barista Trainer & Coffee Master

01/2021 - Current, Part-Time & Seasonal

- Developed strong leadership, customer service, and communication skills throughout.
- Received Coffee Master and Barista Trainer certifications after thorough training programs.
- Became proficient with delegating shift tasks, assisting with schedule creation, and training.
- Boosted company reputation by maintaining a clean, efficient, and inviting café environment.

Independent Phone Repair Business - Repair Technician

11/2021 - Current

- Repaired and replaced iPhone components of various difficulties as a service for around 12 friends and family members.

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📍 Saint Paul, MN

🔗 [LinkedIn](#)

🔗 <https://marcusbc.com>

Education

Expected in 05/2027

University of Wisconsin-La Crosse

La Crosse, WI

Master of Science and Engineering in Software Engineering – Cybersecurity Emphasis

Expected in 05/2026

University of Wisconsin-La Crosse

La Crosse, WI

Bachelor of Science in Computer Science
General Writing Emphasis

Expected in 04/2025

Coursera - Google Career Certificates

Google Cybersecurity Professional Certificate

More information on this certificate program can be found [here](#).

Received 06/2022

Saint Paul Central Senior High School

Saint Paul, MN

High School Diploma

Skills

- Java, C/C++, SQL
- HTML, CSS, JavaScript, Node.js
- Git, GitHub, GitLab, Microsoft AD
- Oral and written communications
- Equipment Troubleshooting
- Customer Service