Marcus Webb

IT Specialist with over 6+ years of experience in network systems administration and end-user desktop support. Expert in a variety of technologies, including software development. Possesses an Associate Degree in Computer Science and is seeking further education covering languages and technologies vital for Software Development.

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PROJECTS

You can view all of my code on GitHub:
https://github.com/Marcuswebb1211

1. **Software Development Portfolio** – A responsive online portfolio I created to showcase my projects and skills. Built with HTML, CSS, React, and BootStrap
   URL: https://marcuswebb1211.github.io/dev-portfolio/

2. **Prime Technologies** – A responsive website for a tech-company built with HTML, CSS, JavaScript, and BootStrap.
   URL: https://marcuswebb1211.github.io/prime-technologies/

3. **Grabengo** – A responsive grocery list web application built with HTML, CSS, React, and BootStrap.
   URL: https://marcuswebb1211.github.io/grabengo/

EXPERIENCE

Public Consulting Group, *Glen Allen, VA* — IT Implementation Specialist

March 2020 - May 2020 *{ Laid off due to the effects of the Coronavirus }*

Supports customer service and operations for clients by serving as the frontline for customer inquiries prioritizing and resolving to provide the best customer experience;

Responsible for initiative planning and ongoing client relationship management.

Tracks and reports support desk data and trends to build resources to support

Responsible for acquiring and applying knowledge, best practices (external and internal), methodology, and tools to client organizations.

Responds to inquiries and questions in a timely manner.

Works within a team to accomplish other duties on projects to meet necessary deadlines.

Maintains system protocols by writing and updating procedures. Provide reference material for end-users by writing and maintaining documentation; providing support; and training to all users.

Reporting of all system issues (bugs) by clear documentation

Perform, track and support all non-technical system configurations such as; setting up new user profiles, creating provider profiles, and creation of user roles based on new programs

CarMax, *Richmond, VA* — IT Systems Analyst

October 2019 - February 2020

Diagnoses and resolves incident tickets and requests in the Service-Now ticketing system

Manages ticket queues, and escalate tickets to appropriate workers

Provides Tier 1 - Tier 2 Software/Hardware technical support -software installations, configuring hardware, etc.

Remotes into user PCs and troubleshoot issues using Bomgar and RDP

Resets passwords, unlock/create accounts, etc. using Active Directory

Handles phone calls, create and resolve tickets with users

SKILLS

Programming Languages & Technologies:

Java, Python, HTML, CSS, JavaScript, jQuery, Bootstrap, Node.js, React.js, Git, and GitHub

Ticketing Systems:

Service-Now, Cherwell, VSM, Tempest

Other IT skills:

Expert in Microsoft Office 365 (Word, Excel, Outlook, Power Point, Publisher and Access).

Strong background in troubleshooting Microsoft Windows OS

Knowledgeable in **Windows OS**, **Linux OS**, **Mac OS**, IPv4 Networking, Cisco VOIP, Network System Administration, VMware, and basic scripts in Windows Command line, Bash, and PowerShell

Basic knowledge of network operating systems such as Windows Server, Ubuntu, and Red Hat

Able to assist clients in a step by step format to solve problems

PC hardware and software repair, installation, and re-imaging

Excellent with customer service

Able to work efficiently in both independent and team atmospheres

Experienced in managing company projects and leading a team

Develops and updates Knowledge Base documents in Service Now to provide clear step-by-step solution processes for other techs and users

Reports/documents application defects and workarounds

Core Technologies, *Henrico, VA* — PC Refresh Technician

December 2017 - October 2019

Handled client phone calls (20+ per day) revolving around Tier 1 - Tier 2 issues

Remoted into client PCs to troubleshoot/fix Tier 1 and Tier 2 issues using Windows Remote Desktop Connector (RDP) and ConnectWise Control

Reset passwords, unlocked/created accounts, etc. using Active Directory

Assigned newly issued computers to users and groups using an in-browser software for Active Directory called Active Role Server (ARS)

Managed end-user profiles.

Installed/connected/reconfigured printers for end-users

Handled ticket queues through both Cherwell and Service-Now ticketing systems

Developed and maintained clear documentation of solutions to troubleshooting processes for other techs and users

Core Technologies, *Henrico, VA* — IT Support Specialist

September 2016 - December 2017

Planned, scheduled, and managed IT asset disposal projects for partnered state agencies

Created, escalated, and solved tickets for asset repair and disposal using various ticketing systems such as: VSM, and Service-Now

Professionally inventoried all IT equipment received from clients

Ensured frequent data backups and transfers for end-users

Installed and maintained internal company software for end-users

Report/document application defects and workarounds

Performed PC hardware repair and reimaged all end-user PCs

Successfully maintained trust and partnership with clients

Installed laptops, desktops, monitors, servers, and printers for clients

Mapped Network Drives for end-users

Developed and maintained clear documentation of solutions to

troubleshooting processes for other techs and users

Technology Integration Group, *Richmond, VA* — IT Help Desk

March 2014 - September 2016

Inventoried laptops, desktops, and various PC peripherals

Assigned computers to Richmond public school students

Repaired and reimaged computers for Richmond public schools

Installed computers in Richmond public school classrooms, libraries, and offices

Handled client phone calls and resolved issues

Developed and maintained clear documentation of solution processes for other techs and users

Reported/documented application defects and workarounds

NAPA Auto Parts, *Richmond, VA* — Warehouse Associate

April 2013 – March 2014

Executed safe and timely deliveries of warehouse parts for various Automobile repair shops

Successfully arranged company inventory to reduce customer wait times for desired parts

Managed company invoices for warehouse parts

Maintained a clean and safe working environment

Office Max, Midlothian, VA — Technical Support Specialist

March 2011 - April 2013

Inventoried company equipment

Troubleshoot customer computers for potential malicious spyware, adware, and Trojan viruses

Successfully transferred customer data files between desired computers to eliminate recovery error

Backed up valuable files to desired hard drive to ensure data protection

Consistently met and exceeded sales goals to distribute laptops, desktops, and printers to customers

EDUCATION

Team Treehouse – Ongoing education provided by Team Treehouse covering languages and technologies vital for web development

John Tyler Community College, Midlothian, VA - Graduated in March 2016 with an *A.S. in Computer Science*

Meadowbrook High School, Richmond, VA - *Graduated in June 2010 with an Advanced Diploma*