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| 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 & Network Systems Administration. | **Address:**  **151 W Commerce Rd, Apt. 117**  **Richmond, VA 23224**  **Cell Phone:**  **(804) 519-6434**  **Email:**  **marcuswebb1211@gmail.com** |
| EXPERIENCEPublic Consulting Group, *Glen Allen, VA* — IT Implementation SpecialistMarch 2020 - April 2020 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 AnalystOctober 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  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 TechnicianDecember 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 SpecialistSeptember 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 DeskMarch 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 AssociateApril 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 SpecialistMarch 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 EDUCATIONJohn 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* | SKILLS  * **Ticketing Systems:** * Service-Now, Cherwell, VSM, Tempest * 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 * **Programming Languages & Technologies:** * Java, Python, HTML, CSS, JavaScript, jQuery, Bootstrap, Node.js, React.js, Git, and GitHub | |