

# Marshall Nye

Laconia NH, 03246

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- Dedicated to an excellent customer experience, I take personal satisfaction in helping customers and resolving their problems.
- Proven excellence in rapid troubleshooting then developing and executing Action Plans for both external and internal IT issues
- Praised by clients and coworkers for initiative, dedication and follow-through.
- Set in motion capital improvement timeline, allowing us to plan and acquire new technologies, improving network reliability and security

## KEY SKILLS

- Troubleshooting and Problem Solving
- Software and Hardware Installation, Diagnosis, Repair and Replacement
- Remote User Assistance and education
- SOHO Network Management
- Proactively mitigates cases, and seeks to improve systems before problems occur.
- Aggressive learner

## TECHNOLOGY PROFICIENCIES

**Platforms:** *Windows / Linux (Kali, Ubuntu, Mint, Raspbian, FreeNAS) / Android /*

**Networking:** *SOHO Administration and Maintenance / Firewall configuration and deployment*

**Software:** *MS/Open Office / VirtualBox / PuTTY / LastPass / TeamViewer / Remote Desktop / Acronis / Casper / Wireshark / Audacity*

**Process Flow Tools:** *Saleforce / Atlassian (Jira, Confluence, Trello)*

**Hardware:** *PC / VOIP systems / Printers / Network Appliances / Android Devices / Raspberry Pi*

## PROFESSIONAL EXPERIENCE

**Advanced Kiosks** | Franklin, NH

Technical Support Specialist | May 2016 - Present

- Maintain infrastructure of a small office environment. Advocated upgrading aging hardware- built a network cabinet, moved file system to a RAID NAS, sourced and instituted firewall hardware and rewired office Ethernet, improving performance and reducing network issues
- Handle all customer support cases and internal technical support requests
- Support our hardware and proprietary software by beta testing, deploying and resolving bugs as they occur in field, tracking tickets using Salesforce
- Write specifications for new software and manage development of a small team of programmers. Moved team to the JIRA platform, allowing better control and accountability
- Identify, source, build and integrate prototype hardware for kiosks

**Freedom Cycle** | Concord, NH

Online Marketer | Feb. 2016 - June 2016

- Improved sales by creating a consistent online presence through the dealership's different online platforms including their website, Craigslist, Instagram, Facebook, using Photoshop to create professional graphics

**Stewart's Ambulance Service** | Wolfeboro, NH

Emergency Medical Technician | April 2013 - June 2015

- Controlled emergency and mass-casualty incidents by: identifying and requesting needed resources then planning and executing complex rescue operations. Packaged, treated, and transported patients utilizing appropriate interventions and medication administration congruent with state protocols

## LANGUAGES, EDUCATION & PROJECTS

Completed AHK scripting Language | Batch | Bash | Visual Basic | Home DNS Ad blocker | Battery powered, headless Pi | Home NAS | Touchscreen home media center

In Progress Network+ cert

**LRCC — Belmont, NH**

Completed Courses in Information Systems Technologies

**NH Fire Academy – Concord, NH**

Completed Courses and Certifications in Firefighting, EMT-B/I, Fire Inspector, Wildland Firefighting

**Center for Domestic Preparedness, Dept of Homeland Security**

Completed Courses and Certifications for HAZMAT Technician with WMD/Nuclear specialization