Marshall Nye

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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

Process Flow Tools: *Saleforce | Atlassian (Jira, Confluence, Trello)*
Software: *MS/Open Office | VirtualBox | PuTTY | LastPass | TeamViewer | Remote Desktop | Acronis | Casper | Wireshark | Audacity*
Hardware: *PCs | Laptops | VOIP systems | Printers | Android Devices | Raspberry Pi | Phidgets | Fadecandy LED system*
Networking: *SOHO Administration*
Platforms: *Windows | Ubuntu | Mint | Kali (Backtrack) | Raspbian | Jessie | Android | FreeNAS*

PROFESSIONAL EXPERIENCE

Advanced Kiosks | Franklin, NH
Dev Ops Engineer | May 2016 - Present
- Support our hardware and proprietary software by beta testing, deploying and resolving bugs as the occur in field, tracking tickets using Salesforce
- Write specifications for new software and mange 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
- Maintain infrastructure of a small office environment. Advocated upgrade 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

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 | Battery powered, headless Pi | Home NAS | Touchscreen home media center | Self-taught motorcycle maintenance
In Progress Network+ cert | Security + cert | Powershell | C#

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