

# Marshall Nye

Laconia NH, 03246

(603) 273-1594 | ffnye15@gmail.com | marshallnye.weebly.com

- 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

Technical Support Sepcialist | 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