

Marshall Nye

Laconia NH, 03246

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KEY SKILLS

- Dedicated to an excellent customer experience, takes 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, providing excellent and timely customer service
- Set in motion capital improvement timeline, allowing us to plan and acquire new technologies, improving network reliability and security
- Enjoys learning new skills and software, internally motivated to study and acquire certifications

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 Specialist | May 2016 - Present

- 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
- 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 marketing platforms, 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

EDUCATION & PROJECTS

Completed AHK scripting Language | Batch | Bash | Battery powered, headless Pi | Home NAS | Touchscreen home media center | Self-taught motorcycle maintenance

In Progress Network+ cert | Security + cert | C++ | Powershell

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