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 Sepcialist | 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 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

**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