

Alexander Marek

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EXPERIENCE

Town of Agawam, Agawam MA — IT Technician

January 2015 - PRESENT

Job responsibilities include: Hardware and software troubleshooting, repairing PCs and printers, imaging and configuring new PCs, troubleshooting issues of other municipal employees over the phone, ethernet patching, project management, system administration, local cable TV management, basic networking, routing and switching, and managing service requests from mayor and other town employees.

Town of Agawam, Agawam MA — Cyber Security Intern

June 2017 - December 2017

Job responsibilities include: Configuring intrusion detection system, linux administration, monitoring network traffic, and assisting with network security and protocols, creating and modifying AUPs / terms of service and policies.

Big Y food inc., Westfield MA — Cashier / Service Clerk / Trainer

May 2013 - May 2017

Job responsibilities include: assisting customers in locating and selecting products or other request, ringing out customer transactions on cash register, bagging customer groceries, sweeping and mopping floors, cart retrieval, service can and bottle redemption machines, and training new employees on proper procedures.

Westfield Technical Academy, Westfield MA — Tiger Tech Center Manager

December 2013 - May 2015

Job responsibilities include: Managing student run computer repair shop, servicing and repairing client PCs, virus removal, managing and training student-staff on procedures, handling and assigning all service requests, maintaining functional order in repair shop, and customer relations.

SKILLS

Customer Service
Computer Maintenance
Computer Networking
Cyber Security
Digital forensics (FTK, Autopsy)
Python Programming
Shell Scripting
C++
C#
Project Management
Cisco Routing & Switching
CPR & First Aid
Unix/Linux Administration
Microsoft Server 2012
SQL and database administration
Microsoft Office

Six Flags New England, Agawam MA — *Games Associate*

August 2012 - October 2012

Job responsibilities include: Assisting patrons in navigating park, providing instructions on gameplay and rules, collecting and counting money by hand, maintaining an even till throughout the day, and entertaining / encouraging patrons to provide an upbeat positive experience.

Agawam Public Schools, Agawam MA — *IT Intern*

June 2012 - August 2012

Job responsibilities include: Computer maintenance and repair, system preparation and imaging, ethernet patching and computer hardware and software troubleshooting.

EDUCATION

College of Our Lady of the Elms, Chicopee MA — *Computer Information Technology (BA) Digital Forensics and Cyber Security (Minor)*

Graduation May 2018

The Bachelor of arts in computer information technology degree focuses on professional applications of networking, programming and security. The minor focuses on securing information and networks from cyber attacks as well as the detection of cyber crimes, criminal investigation, incident response, and recovery of data.

Westfield Technical Academy, Westfield MA — *Information Technology (Vocational Degree)*

The four year high school vocational degree in information technology set a focus on various areas of computer technology including: linux, A+ hardware and software maintenance, programming, networking and cisco routing and switching.

AWARDS

WOWing in the West - Big Y employee appreciation award given to an employee well liked by their coworkers and known to provide exemplary customer service and “wow” their customers

WVTHS Vocational Award - Awarded to one student in each shop who is well-liked by his classmates and demonstrates proficiency in the skill of the trade.
(Information Technology)