Marcus Turner
Software Developer
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Education

Bachelor of Science in Information Technology | Middle Georgia State University | 2020
- Concentration: Software Development
- Related Coursework: *Java Programming I, Java Programming II, Application Development, Systems Analysis and Design, Database Principles, Operating Systems, Computer Architecture, Data Structures and Algorithms, Software Security, Systems Programming*

Master of Science in Information Technology | Middle Georgia State University | 2022
- Concentration: Software Development
- Related Coursework: *Distributed Enterprise Software Design and Development, IT Project Management, Software Testing and Quality Assurance, Mobile Computing Systems and Applications, Advanced Programming and Data Structures, Distributed Enterprise Software, Object Oriented Analysis and Design*

Work History

Information Technology Technician | Technical and Scientific Applications, Inc.
- Assist in client workstation setup
- Configure Cisco routers and Cisco Switches
- Image desktop computers using custom images
- Build and configure HP Servers for clients
- Configure HP printers and all-in-ones for clients

Service Desk Engineer | Minerva Works
- Manage and triage incoming tickets using ConnectWise ticketing system
- Update user information using Active Directory
- Update user groups and licenses using Office 365
- Answer calls and assist users with technical issues
- Diagnose and troubleshoot network issues
- Inspect and troubleshoot hardware related issues
- Inspect and troubleshoot software related issues remotely and on premises
- Create and manage servers
- Troubleshoot VPN issues

Service Desk Analyst | Clayton State University
- Install and update software for faculty and staff
- Respond to faculty and staff technical issues via email and phone

Certifications

CompTIA Security+

Skills

Languages: Java, Python, JavaScript, Kotlin, Swift