

MARCUS D'AMICO

1344 Weathervane Ln. Apt 2c, Akron, Ohio 44313 · 814-823-4582
mdmdamico@gmail.com · www.linkedin.com/in/marcus-damico · marcusdamico.com

EXPERIENCE

JANUARY 2017 – MAY 2019

TICKET SYSTEM ADMINISTRATOR, THE UNIVERSITY OF AKRON

- Constructed and currently managing new ticket system for the university
 - Create and implement business rules to increase automation
 - Create reports and query the database using SQL
- Participate in project planning, determine appropriate deadlines, and communicate progress throughout system development process
- Created a webpage that queries the applications database to create labels for computers, adding functionality to the application.
- Manage asset manager included within Footprints. Import hardware, software, and create ways to track and link assets to work tickets.

AUGUST 2015 – JANUARY 2017

DISTRIBUTED TECHNOLOGY SERVICES SENIOR STUDENT ASSISTANT, THE UNIVERSITY OF AKRON

- Support with Windows, Apple, E-mail on both, and network printers
- Experience with Active Directory, SCCM, Microsoft Operating System Deployment, and McAfee Endpoint.

EDUCATION

AUGUST 2014 - MAY 2019

BACHELOR OF BUSINESS ADMINISTRATION IN INFORMATION SYSTEMS MANAGEMENT,

THE UNIVERSITY OF AKRON, AKRON, OH – AACSB ACCREDITED BUSINESS SCHOOL

SKILLS

- Experience with C#, C++, SQL and Access, HTML, CSS, JavaScript, XML, Webservice integration, APIs, and Data Analytics
- Data management tools such as Tableau, JMP, and Alteryx
- Extensive experience with Office 365 suite Including Excel, Word, PowerPoint, and Outlook

INVOLVEMENT AND VOLUNTEER WORK

MEMBER OF SITE (SOCIETY FOR INFORMATION TECHNOLOGY AND E-BUSINESS)

STUDENT ORGANIZATION: **2018-2019**

VOLUNTEERED WITH AUTISM SOCITEY NORTHWESTERN PENNSYLVANIA: **2012-2014**

