Marcus Alfred Carter

Manager, L2 Technical Support - Cint AB

mac987@gmail.com - (504) 975-9332

in linkedin.com/in/marcus-carter-91bb2612b

Experience

Cint AB fka Lucid LLC

Manager, L2 Support, New Orleans, LA.   2022-03 -> present
- Managed a small international team of support analysts that provide 24 hour
    support for multiple product areas.
- Created monthy reports and visualizations for common bug trends and
    incidents using python and JIRA's API.
- Acted as an incident manager during incidents to communicate via our status
    page with customers when an incident or outage occurs.

L2 Technical Support Engineer II, New Orleans, LA.   2021-03 -> 2022-03
- Mentored and trained L2 and L1 support on technical systems and
    processes.p
- Created python and/or SQL scripts for common tasks involving bulk updates
    or incident cleanup.
- Worked with Finance and Engineering to identify and resolve month end
    discrepancies in transaction data.

L2 Technical Support Associate, New Orleans, LA.   2018-09 -> 2021-03
- Onboarded SDETs on products and technical systems to help create an E2E
    testing framework.
- Support Product teams with issue prioritazation based on customer and
    revenue impact.
- Identifed an issue's impact using SQL and other monitoring services like
    Kibana, Grafana, New Relic, and Sentry.

Product Analyst, New Orleans, LA.   2017-08 -> 2018-09
- Supporting the product organization with bug intake and analysis of product
    trends and opportunities.
- Manual QA of API and UI bug fixes and new feature releases.
- Implemented a formal bug intake and incident management process.
- Launched a public status page for incident management were customers
    could subscribe to recieve updates.

Search Influence

Junior Technical Internet Marketing Associate, New Orleans, LA.   2016-11 -> 2017-03
- Completed tasks updating Wordpress Sites, and social media profiles to
    expand customer's web presence and searchability.
- Peer reviewed others team members tasks.

Arts Council of New Orleans

Documentarian, New Orleans, LA.   2014-11 -> 2016-11
- Captured and organized media of artwork and events.
- Implmented inventory management of the Arts Council's purchased pieces.
- Maintained wordpress site by updating content related to events and artist
    stories,

- Started a youtube series documenting artists that partnered with the organization.

Education	**A.A., Visual Communications**, Delgado Community College, New Orleans, LA, USA.	*2008*

Professional Training	**CS50 Python**, HarvardX's Computer Science for Python Programming, Online	*2020*
	Postman Expert, Postman Conference 2019, San Franciso, CA.	*2019*

Skills

Python, SQL, Redshift, Postman, JIRA, Manual Black Box/White Box Testing, Automated API Testing

Personal

Residence: New Orleans, LA

Last updated: January 2023