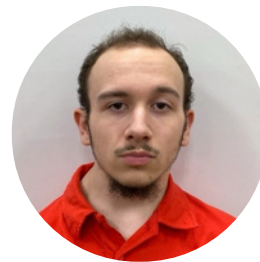# MARCUS HOWINGTON

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SUMMARY

Technical support specialist and cybersecurity researcher with experience in troubleshooting, QA testing and automation. I've contributed to security and QA analysis for real-world applications including Rise: Life Reset in 60 Days, a top #45 Health & Fitness app in the U.S. using tools like Postman and Burp Suite. Skilled in Windows, macOS, Linux, networking and scripting, with certifications from Google, Cisco, ServiceNow and more.

WORK EXPERIENCE

Software QA Tester - Rise: Life Reset in 60 Days (Remote)   **April 2025 - Present**

- Conducted API, functional and security testing for a top #45 Health & Fitness app in the U.S.
- Identified and reported vulnerabilities and bugs using Postman and Burp Suite.
- Collaborated with founder and development team to validate fixes and improve release quality.

Technical Support Representative - NightOwl (Remote)   **May 2024 - Nov 2024**

- Provided level 1 and 2 technical support to users and team using Zendesk.
- Resolved software, login, email and device-related issues across Windows, macOS and Linux.
- Logged and escalated tickets according to SLA policies to to ensure timely resolution.
- Provided step-by-step technical assistance to technical and non-technical users.

Shift Supervisor - CVS Health (MA, USA)   **Dec 2023 - Present**

- Delivered on-site and phone-based technical support using CVS systems.
- Led daily store operations, team coordination, and customer service resolution.
- Won CVS 2024 Loyalty 100+ Award for being a top performer in District 1, highlighting customer engagement, problem solving, and ability to bring value-driven solutions to customers.

EDUCATION

High School Diploma   **Aug 2019 - June 2023**
[East Bridgewater Jr. Sr. High School
Graduated.: 2023

CERTIFICATIONS

- Google IT Support Professional - Google, Issued May 2025
- Cisco Introduction to Cybersecurity - Cisco, Issued Mar 2025
- Cisco IT Customer Support Basics - Cisco, Issued Mar 2025
- ServiceNow Fundamentals & Now Assist Essentials - ServiceNow, Apr 2025
- Software Testing: Bug Writing & Management - LinkedIn Learning, May, 2025
- Kali Linux - Board Infinity, May 2025
- Pharmacy Technician Trainee License - MA Dept. of Public Health, May 2025 - Sept 2026

KEY SKILLS

- **Technical Support:** troubleshooting (hardware/software), remote support, Windows/macOS/Linux, help desk operations, ServiceNow, Zendesk
- **Networking:** LAN/WAN setup, DHCP, DNS, IP addressing, port forwarding, TP-Link systems, Ethernet/Wi-Fi optimization, mobile proxy routing
- **Cybersecurity:** API testing, vulnerability scanning, Burp Suite, Postman, Kali Linux, scripting, Wireshark, nmap, Metasploit
- **Tools & Platforms:** Git/Github, Microsoft 365, command-line tools, HTML/CSS, active directory, customer service & communication, Raspberry Pi OS, Zoom, TeamViewer