**Marvin Frazier**

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**SUMMARY OF QUALIFICATIONS**

Networking Hardware student looking to utilize current education in the Information Technology field. Well versed in end user support operations, PC support operations, computer related issues, network administration, and network security, with related issues on mail servers and software applications such as Microsoft and IOS applications and systems associated with staff processes on and offsite support.

**SKILLS AND COMPETENCIES**

|  |  |
| --- | --- |
| * Electrical | * Cybersecurity |
| * HTML | * Python |
| * Coding | * Encryption |
| * Vector Graphic Design Software | * Decryption |
| * Hardware and Data Representation | * ACL and RBAC |

**EDUCATION**

**Cuyahoga Community College,** Cleveland, OH

Pursuing Associate of Applied Science Degree in Information Technology

Major: **Electrical/Electronic Engineering Technology/Computer Networking Hardware**

Expected Graduation – December 2022

*Related Coursework:* Information Systems, Coding, Cybersecurity, Database Administration, Communications, and Business Management

**Westside Institute of Technology**, Cleveland, OH

Certification, HVAC Tech

**EMPLOYMENT EXPERIENCE**

**Pompeii’s Plumbing and Heating**, Avon Lake, OH, **2018 – 2021**

***HVAC Technician***

Responsible for accurately diagnosing, installing residential and light commercial HVAC equipment, also responsible for truck inventory and service fleet.

* Participated in team huddles and team meetings, managing and planning calls/runs for the day.
* Utilized Field Desk application, facilitating all orders, payments, customer emails, and receipts.
* Established connection with hotspot, documenting order details and resolutions, while building a customer history in the Field Desk database.

**BTU Comfort Solutions**, Cleveland, OH, **2017 – 2018**

***HVAC Technician***

Responsible for installing, maintaining, and repairing HVAC equipment, including ordering parts when necessary.

* Inspected equipment for safety and effectiveness, ensuring all auxiliary components were operable and in good condition.
* Tracked all work orders in internal system, including entering materials used and hours worked.

**ARCO Comfort Air**, Solon, OH **2016 – 2017**

***Lead Service Tech***

Responsible for accurately diagnosing residential and light commercial HVAC equipment, also responsible for truck inventory of service fleet.

* Led and managed team meetings, organizing and planning section operations with a focus on project management, and cohesiveness.

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**The Prosperity Group**, Cleveland, OH **2012 – 2016**

***Property Manager***

Responsible for end-to-end property management functions, maintaining at least 90% occupancy within real estate portfolio.

* Conducted maintenance and oversight of contracted services.
* Maintained proactive focus on sustaining full occupancy levels.
* Interfaced internally and externally with legal and finance departments, as well as third-party vendors.
* Mentored and coached junior property managers.

**Cargill Inc.**, Cleveland, OH **2008 – 2012**

***Production Miner***

Responsible for mill and hoist operation.

* Maintained safe operation of heavy equipment such as LHD's, haul trucks, graders, bull dozers, and conveyor repair**.**

**Retro Remolding,** Cleveland, OH **2006 – 2008**

***Owner / Operator***

Managed all aspects of construction projects including initial design, acquiring permits, submitting bids, creating a budget, scheduling construction and overseeing field operations. Responsible for 250k worth of equipment.

* Maintained direct personnel operations, including conducting hiring, managing staff and providing training.
* Scheduled subcontractors and developed criteria needed for subcontractor assignments.
* Collaborated on marketing with real estate companies, ensuring proper sign placement and that houses were presentable, increasing sales.
* Served as site supervisor, ensuring all projects stayed on task ad budget.