

A highly skilled support engineer with many years experience troubleshooting and maintaining different platforms and infrastructures. With recently completing my full-stack software development certification, I am motivated to apply my personal attributes, skills and knowledge within a respected and professional environment.

SKILLS

Programing Languages & Technologies

React, Django, JavaScript, Python, C#, ASP.NET Core, SQL, HTML/CSS, Bootstrap

Tools/IDE's

Visual Studio, Visual Studio Code, PyCharm, Slack, Teams, Zoom, Git, GitHub

Information Technology

Microsoft 365, Windows Server, Active Directory, Hyper-V, MSSQL, Storage Arrays, Network Management

Interests

Development, DevOps, Azure, AWS

WORK EXPERIENCE

Onboarding Engineer

Coretelligent

10/2020 - 03/2021

Managed Service Provider of comprehensive IT, cloud, business resiliency and cybersecurity services.

Tasks

- Developed technical documentation for new and current customers.
- Integrated client systems and networks with maintenance and monitoring tools.
- Identified infrastructure issues for remediation.

Managed Services Engineer II

Logically

06/2018 - 10/2020

Managed IT Services to small and midsize organizations.

Achievements/Tasks

- Deployed and maintained Microsoft 365 tenants.
- Improved infrastructure reliability and reduced client generated help requests.
- Assisted and oversaw major projects like Infrastructure Moves and OS Migrations.
- Worked with leadership for infrastructure planning.
- Escalation resource for junior technicians.
- Triaging and resolving major infrastructure failures.

Field Technician

Logically

10/2014 - 06/2018

Tasks

- Performed installation, repair, and preventative maintenance on desktops, laptops, servers, networking devices, and related software.
- Worked with a team to triage and resolve client support requests.
- Interacted with clients in a professional manner while addressing issues and concerns.

WORK EXPERIENCE

IT Manager

Allen & Coles Moving / ABC Relocation

04/2012 - 10/2014

Achievements/Tasks

- Deployed Active Directory in unmanaged infrastructure.
- Migrated email system to Microsoft 365 and deployed office suite.
- Transitioned ERP system from on-premise to cloud.

Retails Sales Consultant

AT&T Mobility

09/2010 - 04/2012

Tasks

- Meet all sales objectives.
- Handling administrative aspects of sale.
- Maintain strong knowledge of all company services and products.

CERTIFICATES

Azure Fundamentals (AZ-900) (01/2020 - Present)

Microsoft

EDUCATION

B.S. in Technology Management

University of Southern Maine

08/2009 - 05/2016

Full Stack Software Development Certificate

devCodeCamp

03/2021 - 07/2021

Courses

- 14-Week Immersive Program.
- Daily lectures, stand-ups, and code reviews.
- Developed applications in solo and team setting.

PROJECTS

devBoard - Personal Capstone

- Task management application developed with React and a Django REST API.
- React: <https://github.com/nmar30/devboard>
- API: https://github.com/nmar30/devboard_api