**MARCO** **MARSHALL**

Huntington, WV | marco@marshall.edu | 304-696-2370

Linkedin.com/marcomarshall

**Customer Focused · Help Desk Support · IT Administration · IT/Technical Associate**

**SUMMARY OF QUALIFICATIONS**

* Recent graduate in Computer Information and Technology, possessing a strong foundation in programming, database management, and setwork security.
* Proficient in various programming languages including Python, Java, and C++, with hands-on experience in developing and debugging software applications.
* Skilled in network administration and cybersecurity practices, with practical knowledge of configuring and securing network infrastructures.
* Excellent problem-solving abilities and a collaborative team player, demonstrated through successful completion of multiple group projects and internships in IT environments.

**TECHNICAL SKILLS**

* **Operating systems:** Windows, Linux, Mac OS
* **Networking:** TCP/IP, Wi-Fi,WAN, LAN,PING, NETSTAT
* **Applications:** Microsoft Office, Visio, Zendesk, TeamViewer, Microsoft Teams, GotoAssist, anti-virus software, firewalls,
* **Development Tools:** Python**,** Java, C++, C# NET, SQL. HTML, XML, Dreamweaver, Director, 3D Studio Max, Photoshop, Illustrator,
* **Hardware:** PC Server assembly and repair, routers, hubs, switches, peripherals

**EDUCATION**

**Bachelor of Science, Computer and Information Technology** Graduated May 2024

Marshall University *Huntington, WV*

Emphasis: *Computer and Web App Development |* Minor: *Game Development*

GPA: 3.5

**Relevant Coursework:** C++ Programming, Software Engineering, Advanced Web Programming, Network Protocols and Administration, Database programming, Principles of Management

**WORK EXPERIENCE**

**IT Service Desk Technician** January 2024 – Present

Marshall University Technology Services *Huntington, WV*

* Provides technical support to the university community in-person, over the telephone, and online via email and live chat, ensuring timely and efficient resolution of technical issues.
* Assists students, faculty, and staff with username/password issues, helping to recover or reset credentials to maintain secure access to university systems.
* Supports users in connecting to MU Wi-Fi, troubleshooting connectivity problems, and ensuring reliable network access across campus.

**HONORS AND ACTIVITIES**

**Recognition:** Dean’s List (all semesters)

**Involvement:** MU Geeks and Gadgets Club, Game Design Guild