MARCO MARSHALL

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Technical Support | Network Administration | Web & App Development

**SUMMARY**

Recent graduate in Computer Information and Technology, and possesses a strong foundation in programming, database management, and network security. Proficient in various programming languages 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, Photoshop, Illustrator
* Hardware: PC server assembly and repair, routers, hubs, switches, peripherals

**EDUCATION**

Marshall University Huntington, WV

Bachelor of Science, Computer and Information Technology May 2024

*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*

**PROJECTS**

Web-Based Inventory Management System

* Developed a dynamic inventory management system using HTML, CSS, JavaScript, and SQL.
* Enabled real-time tracking of inventory levels, user authentication, and data reporting.
* Collaborated in a team of 4, managing backend integration and database design.

**WORK EXPERIENCE**

Marshall University Technology Services Huntington, WV

IT Service Desk Technician January 2024 – Present

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

**HONORS AND ACTIVITIES**

* Recognition: Dean’s List (all semesters)
* Involvement: MU Geeks and Gadgets Club, Game Design Guild