

# MARCUS ROBINSON

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## **SUMMARY:**

Aspiring developer with a demonstrated history of working in the technology industry. Skilled in HTML, CSS, JavaScript, Node.js, RESTful APIs, React.js, MongoDB, SQL, Git, and Deployment. Strong technical professional proficient with both Apple and Windows hardware/software, and basic Linux OS knowledge. Holding an Associate of Science (A.S.) focused on Recording Arts Technology from Full Sail University with Certifications focused on Configuring Windows OS from Microsoft, and Full Stack Development from Georgia Tech Coding Bootcamp.

## **EXPERIENCE:**

### **Atrium (Cox Enterprises)**

**10 months**

**December 2019 – November 2020**

Providing first level IT support in accordance with established processes and procedures. Actively monitoring and owning incidents and requests from inception through resolution or fulfillment. Technical troubleshooting hardware, software, telephony, mobile devices, and software applications. Translate their technical knowledge into actionable direction.

### **Self Employed**

**Freelance Developer**

**February 2019 – Present**

Design, build, and deploy full stack web/mobile apps using JavaScript, React, and React Native.

### **Year Up**

**2 years 1 month**

**Development Specialist**

**April 2018 - October 2018 (7 months)**

Engage and steward volunteers, alumni and donors through organizing event/meeting logistics and direct-response communications. Responsible for tracking and running reports on donors, while also serving as support for communication, prospect and donor engagement and giving programs. Fundraising through small donations and online giving. Training new employees to my team on using Salesforce and support for existing team members. Planning and executing events, photographer for local events, management of local social media/website accounts, and the creation of local digital/print marketing materials and electronic communications.

### **Year Up**

**Development Coordinator**

**October 2016 - April 2018 (1 year 7 months)**

Engage and steward volunteers, alumni and donors through organizing event/meeting logistics and direct-response communications. Responsible for tracking and running reports on donors, while also serving as support for communication, prospect and donor engagement and giving programs. Fundraising through small donations and online giving. Training new employees to my team on using Salesforce and support for existing team members. Planning and executing events, photographer for local events, management of local social media/website accounts, and the creation of local digital/print marketing materials and electronic communications.

**Self Employed  
Freelance IT Technician  
January 2016 – Present**

Troubleshooting, repairing, installing, and maintaining a wide variety of technical products.

- Apple Hardware/Software
- Microsoft Hardware/Software
- Microsoft O365/Google Workspace Administrator
- Virus/Malware/Ransomware Removal
- Data Recovery
- Network Upgrades/Repairs
- Printers
- Technology Consultant
- Phone/Tablet Repairs

**NCR Corporation  
Bench Technician**

**June 2015 - December 2015 (7 months)**

Troubleshooting, evaluating, staging, and repairing customer owned Point- of-Sales equipment. Responsible for maintaining a productive and quality driven work environment while repairing or staging customer products of retail equipment to include scanners, scales, registers, self-service kiosks, Apple iPods and iPads. Work in team environment while maintaining personal daily objectives.

**Microsoft**

**2 years 3 months**

**Consumer Services Advisor**

**September 2012 - June 2014 (1 year 10 months)**

Help customers discover, enable and implement high-value Microsoft technology solutions and services across a broad range of devices that meet their individual needs and exceed their expectations. Assess customer support needs when they arrive by listening and provide solutions to customers stated and unstated needs. Diagnosing, repairing, and supporting customer issues. Provide personal training for new and existing customers, helping them acquire knowledge and skills to build and enhance knowledge of devices and services. Identify and communicate potentially complex repair situations to store leadership and original equipment manufacturers or other partners as appropriate. Maintain an elite level of product knowledge in all Microsoft retail products, devices and services offerings. Continuously learn through others, self-educate, share specialized knowledge and expertly demonstrate and present the newest product and service offerings across all devices. Consistently deliver high standards of sales and service, supporting the strategies of the Microsoft Retail organization. Collaborate with peers, store leaders, corporate and field team members in the development of the necessary tools and program offerings that will lead to long-term relationships with customers.

**Microsoft**

**Product Advisor**

**April 2012 - September 2012 (6 months)**

Help customers discover, enable and implement high-value Microsoft technology solutions and services across a broad range of devices that meet their individual needs and exceed their expectations. Consistently deliver high standards of sales and service, supporting the strategies of the Microsoft Retail organization. Listen to and understand customers stated and unstated needs. Present total solution offerings and sales support based upon each customer's unique needs, both before and after the sale. Maintain expert-level product knowledge in all Microsoft retail products, devices and service offerings.

**Staging Techniques**

**Freelance Audio Engineer**

**July 2008 - January 2009 (7 months)**

Set up/ Tear down, maintain, and operate audio equipment for live performances.

**Manhattan Center Studios**

**Sound Technician**

**February 2007 - April 2008 (1 year 3 months)**

Set up/ Tear down, maintain, and operate audio equipment for live performances

**EDUCATION:**

**Georgia Institute of Technology**

Professional Certifications, Full Stack Flex Web Development (2018 - 2019)

**Full Sail University**

Associate of Science (A.S.), Recording Arts Technology/ Technician (2004 – 2005)