

Marlon O'Neil

AREAS OF EXPERTISE

End-user support and troubleshooting
Repair and maintenance
Network management
Security procedures
Microsoft server technologies
Surveillance equipment

PERSONAL DETAILS

Marlon Andre' O'Neil

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Valid Driver's Permit: Yes

REFERENCES

Mindy Stewart (Attorney at Law)

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Thabit Reid (Supervisor – Fujitsu)

T: 868-783-0438

PERSONAL SUMMARY

I am an honest, dedicated person who easily adapts and functions efficiently in the field of Information Technology. I give a lot of importance to detail. Apart from this, I am well versed in customer service, oral communication and troubleshooting skills. I know how important these skills are when dealing with clients or giving instructions. I possess sound judgment, give clear and concise instructions and presentations, and try to resolve as many problems as they may arise. I have worked in various environments both technical and non-technical. Even though I am only 26 years of age, I have had a total of ten years work experience, seven of which were in an IT related position. These positions required displays of exquisite customer relations and vigilant technical resolutions. Although I have been in supervisory positions for the majority of my professional career, I am a team player able to adapt to any situation presented.

WORK EXPERIENCE

Danger Dynamite Multimedia

Web Development/ SEO Specialist October 2014 – Present

Fujitsu Caribbean (Trinidad) Limited

Remote Support Analyst June 2013 – December 2014

Duties include:

- Resolve technical incidents within the managed environments of responsibility in adherence to key performance indicators for responsiveness
- Research and analyze technical materials (data, reports and documentation) used to provide recommendations and input for IT issues
- Review assigned customer support tickets and provide status updates
- Implement planned changes to managed environments and evaluated with the change management function

- Engage vendors for up-line support queries.

CERTIFICATIONS

CompTIA Network+

Microsoft® Certified Systems Administrator

Microsoft® Certified Systems Engineer

ITIL FOUNDATION v3 certified

Microsoft® Certified Solutions Associate

Microsoft® Certified Solutions Expert

Certified Microsoft Lync Server 2013

PROFESSIONAL TRAINING

Cisco Certified Network Associate

Microsoft® SQL Server 2012

CA Spectrum Infrastructure Manager

CompTIA A+

PERSONAL SKILLS

Customer support experience

Excellent analytical skills

Strong report and document preparation

Ability to adapt quickly in situations

Vigilance whilst striving for perfection

Unicomer (Courts) Trinidad Limited

System Support Officer

October 2012 – March 2013

Duties include:

- Liaises professionally and confidently with all levels of computer users when necessary.
- Liaises professionally and confidently with the local Telecom's Companies/ISP's/Hardware and Software third party support on behalf of Unicomer (Trinidad).
- Provides comprehensive high level support on all company products and networks.
- Provides support, maintenance and troubleshooting services for the physical networks, utilities and computer hardware.
- Recommends solutions and implements technical projects within the IT Department, leading to greater efficiency, cost savings and a high level of customer service; whilst continuing to meet Business Objectives.
- Provides an expertise focal point for at least two Back Office products and support on the remaining back office products, as well as desktop and server operating systems to business users and development teams.

Business Owner – TechEase Limited

Managing Director

March 2009 – June 2012

Southern Technologies Limited

Technical Support Technician

June 2006 – February 2009

Responsibilities during this period included:

- Head of Blink Broadband Department
 - Scheduling, dispatch and training of technicians in the installation and repair of TSTT internet service. Generation of reports on productivity and administrative reports for submission to TSTT. Training technicians on Blink Broadband products and procedures.

TECHNICAL EXPERIENCE

Microsoft® Server 2012

Microsoft® Server 2008 /R2

Microsoft® Exchange Server 2007

Microsoft® Exchange Server 2010

Microsoft® SQL Server 2008

Microsoft® OCS 2007

Microsoft® Lync Server 2013

Microsoft® Hyper-V

Symantec Netbackup

VMware vSphere

CentOS Administration (Web Server)

Solaris Administration

CA Technologies – Spectrum

CA Technologies – Service Desk

CentOS Administration

HTML/ CSS Web Development

CCTV Security Systems

- Blink Broadband Technician
 - Installation and repair of TSTT Blink Broadband service at customer premises.
- Technical Supervisor
 - Responsible for repair services of desktop and notebook computers. Lead technician on various projects, supervision and training of four technicians in the department.
- Southern Technologies Head Technician
 - Assist General Manager in planning and implementation of IT Patrol project.

Tech Source Limited

In-House Technician June 2005 – December 2005

- Responsibilities include:
 - Repair of customer devices and building of new systems for sale at the café.
 - Maintenance of the Internet Café network and desktop systems.

GreenDot Limited

Technical Support Technician March 2005 – June 2005

- Responsible for customer support as well as in house testing and implementation of various devices. Provided support for installation team and assisted on various installations.

ACADEMIC QUALIFICATIONS

CXC O'Levels - St. Anthony's College 1998-2003

English Language (1), English Literature (3), Mathematics (1), Geography (2), POA (3), Spanish (2), Technical Drawing (1), GCE Computer (D)

CTS College of Business and Computer Science Ltd

Currently Pursuing:

The Association of Business Managers and Administrators (ABMA) Advanced Diploma for entry into the BSc Computer Science degree programme upon completion.