

# *Prince H. Marshall, Jr.*

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## **Profile**

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Experienced Network & Systems Administrator, with a background in Desktop and Help Desk Support; possessing management, marketing and interpersonal skills. A results driven, detail-oriented individual with diversified practical experience in multiple industries.

## **Education**

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Hunter Business School, Medford, NY  
*Computer Technician Network Specialist Diploma* 2014

Borough of Manhattan Community, College New York, NY  
*Business Management/Cable and Corporate Communications courses*

State University of New York at Cobleskill, Cobleskill, NY  
*Business Administration courses*

## **Skills**

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### Electronics:

Trained in AC/DC electronics, analog and digital circuits, semiconductor devices, amplifiers and power supplies. Hands on experience repairing and troubleshooting circuits.

### Operating Systems:

Install, configure and troubleshoot Windows XP, 2000, Vista, 7 and 8 in both independent workstation and networked modes. Experienced with Ubuntu, Mac OSX and Android OS.

### Hardware:

Install and troubleshoot motherboards, processors, memory, expansion cards and peripherals for: PCs, Macs, laptops, netbooks, Android tablets, smartphones, iPods, iPads and servers.

### Software:

Install configure and troubleshoot Microsoft Office programs and anti-virus programs. Experienced with Microsoft Office 2010: Word, Excel, PowerPoint, Access and Outlook; Adobe Photoshop; UPS Worldship; FileMaker Pro and QuickBooks.

### Networking:

Setup various network types using a combination of operating systems. Construct network cabling and wire computers for network access. Set up, test, and troubleshoot wireless access.

## **Technical Employment History**

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Lightning Limousine, LLC, New York, NY 2009-2012

### *Operations Manager*

- Monitored and managed the network of six stations
- Purchased, repaired and maintained computer equipment, peripherals and software for the office
- Provided desktop and remote support for software and hardware
- Designed and updated company website and marketing materials
- Advised and implemented procedures to efficiently operate business
- Maintained and developed vendor relations; ensured accurate bookkeeping and account record maintenance

Infinite Ventures Company, New York, NY 2006-2009

### *Technical Consultant*

- Provided technical support, database management, computer hardware and software repair to individuals and businesses

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ASCTFS/Accounting Statistics Co., Inc., New York, NY 1996-2006

***Network Administrator/Database Manager and Marketing Consultant***

- Provided technical support and software and systems training to staff of up to seventeen employees
- Reconfigured data to comply with federal and state reporting requirements; submitted data to appropriate agencies
- Wrote technical and operational manuals for internal applications and procedures
- Designed individual workstations based on needs; provided maintenance and repair to workstations and network

***PC Systems Administrator/Database Manager and Marketing Consultant***

- Designed and maintained internal database systems; trained staff in their operation
- Installed computer equipment and ran the necessary cabling

***Sales Representative/PC and Internet Coordinator***

- Designed and updated company website
- Implemented and managed direct marketing campaigns
- Purchased hardware and software for company use
- Sold payroll and commercial tax filing services door-to-door

***Consultant***

- Cold called prospective clients; developed business relationships; ensured positive customer relations
- Developed direct marketing campaigns

***Certifications***

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***A+ Certification***, CompTIA 2014

***Fire Guard Multi-Class Certificate of Fitness Certification***, New York City Fire Department 2008