



MARCUS WHITFIELD

Help desk technician with a year of hands-on support in a 600-seat university lab environment plus a recent CompTIA A+. Comfortable triaging Windows, macOS, and basic networking tickets and explaining fixes to non-technical users.

CONTACT INFORMATION

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-  Tempe, AZ

KEY SKILLS

- Windows 10/11, macOS support
- Active Directory user & group basics
- Microsoft 365 admin center (read-only roles)
- Ticketing: ServiceNow, Jira Service Management
- Imaging with MDT Basic
- TCP/IP, DNS, DHCP troubleshooting
- Remote support: TeamViewer, Quick Assis
- Customer communication

PROFESSIONAL EXPERIENCE

IT SUPPORT TECHNICIAN | SAGUARO STATE UNIVERSITY, OFFICE OF TECHNOLOGY, TEMPE, AZ
FEBRUARY 2023 – PRESENT

- Closed about 1,250 Tier 1 tickets in my first year with a 4.7 out of 5 user satisfaction average.
- Imaged and deployed 180+ student loaner laptops each semester using a documented checklist.
- Took over password reset and MFA enrollment training for new graduate cohorts.
- Wrote three KB articles on common VPN errors that cut repeat tickets noticeably.

COMPUTER LAB ASSISTANT (WORK-STUDY) | SAGUARO STATE UNIVERSITY LIBRARY, TEMPE, AZ
JUNE 2022 – JANUARY 2023

- Helped students with printing, file recovery, and software install questions across two lab floors.
- Escalated hardware failures to full-time staff with photos and reproduction steps.
- Trained four incoming work-study peers on the lab opening checklist.

EDUCATION

B.S. Computer Information Systems | Saguaro State University
May 2024

- CompTIA A+, 2024
- CompTIA Network+ (in progress, exam scheduled)