



# MARC APPLEWHITE

## Information Technology Specialist

Waldorf, MD

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### Career Highlights

- Played a crucial role in project to merge both the arvato and Random House IT departments acting as liaison between the 2 departments, as well as participating in the helpdesk cutover, the desktop tech merge and the migration of the remote access servers
- Spearheaded the desktop portion of a 100-person group migration of users from Novell Netware to Windows Active Directory, acting in conjunction with the network and email support groups in converting workstations, testing applications, and hardware roll out
- Assumed role of project lead in adding all users to Active Directory domain and configuring back end server for its necessary role as the central server
- Took part in company-wide rollout and upgrade to Windows 7 from Windows XP

### Skills

**Hardware:** Laptops, Desktops, Printers (Local and Network), Smartphones and Tablet PCs (iPhone/iPad/Android/Blackberry/WinPhone), Webcams, Projectors and Scanners

**Operating Systems:** Microsoft Windows XP/Vista/7/8/10, Microsoft Windows Server 2000/2003/2008, Blackberry OS, Android OS, and iOS

**Software:** Microsoft Office/Outlook 2010/2013/2016, Remedy Ticketing System, Teamviewer, VMWare, Norton Antivirus, McAfee Antivirus, Internet Explorer, Firefox, Google Chrome, Safari, Microsoft Backup, Norton Ghost, Cloud Computing

**Generic:** Arithmetic Skills, 65 WPM typing, Customer Service, Social Media (FB/Twitter/G+/Wordpress/Blogger), HTML, Wordpress, Cloud Computing, Phone Support, Remote Technical Support, and Data Entry

### Career Profile

Well versed information technology professional with over sixteen years progressive experience, including seven years as an independent contractor. Primary fields of expertise include customer service, technical support, web design, and social media training. Versatile ability to serve as project lead or team member on major projects depending on customer and operational need. Consistently recognized for extensive technical knowledge, exceptional problem solving skills, an aptitude for quick learning, having a friendly sociable manner, being available and easily approachable, and the ability to meet customers where they are and speak their language..

### Professional Experience

11-2015 -  
Present

#### Sales Associate

Macy's Saint Charles Towne Center, Waldorf, MD

Providing customer service and assistance via sales floor, Point of Sale register, and the phone.

Key responsibilities included:

- Engaging customers and supplying product expertise to help purchase decisions and upsell complementary items
- Using POS registers to ring up purchases and search for and process merchandise

11-2008 -  
10-2015

#### Information Technology Consultant

Marctagon™ IT, Jersey City, NJ

Through the use of technical support, consulting and training, enhanced the quality of the digital lives of home and small business consumers. Provided computer and mobile device expertise, as well as social media and blogging training courses.

Key responsibilities included:

- Developing social media marketing plans to address client specific needs
- Providing customer service and technical support via phone, e-mail and in person
- Designing and modifying websites using Wordpress and HTML

02-2007 -  
04-2008

#### Systems Administrator

Mitchell Madison Group, New York, NY

Supported a 150-person user community and kept them running at optimal efficiency by operating as a server administrator, tech support specialist and help desk lead.

Key responsibilities included:

- Assuming role of project lead in adding all users to Active Directory domain and configuring back end server for its necessary role as the central server
- Functioning as team lead in company-wide rollout and upgrade to Windows 7 from Windows XP

01-2000 -  
02-2007

#### Desktop Support Analyst

Random House Bertelsmann Shared Services, New York, NY

Maintained information technology equipment and supplied full service support for a 2,400 user location, including exclusive desktop support for 300 of those users.

Key responsibilities included:

- Providing expedient customer service to client via the process of documenting problems, assessing solutions, providing and documenting solutions
- Participating in department, division and companywide projects as a technical member and/or advisor

### Education

1996 - 2002

#### Bachelor of Science, Computer Science

Polytechnic Institute of NYU (formerly Polytechnic Univ.)

MCP and MCSA, Windows 2000

Currently pursuing Network+ certification