

**MACSSON ETIENNE**

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*Results-oriented IT Professional with hands-on academic background and proven ability to excel in fast-paced, high-pressure environments. Ability to effectively communicate with technical and non-technical staff.*

**PROFESSIONAL SUMMARY**

**Problem Solving**

- Performs troubleshooting analysis of servers, workstations and associated systems
- Assesses needs, defines requirements and provides creative and effective solutions
- Executes quick decisions in a fast-paced environment

**Communication**

- Communicates effectively in diverse settings
- Develops detailed and accurate documentation

**Teamwork**

- Collaborates effectively with technical and non-technical staff
- Supervises, trains and delegates duties effectively in a team environment

**TECHNICAL SUMMARY**

<b>Software:</b>	Microsoft Office Suite, Microsoft Virtual PC, VMWare, Ghosting, Ultra VNC Viewer
<b>Operating and Network Operating Systems:</b>	Windows 7, Windows Vista, Windows XP, Windows 2000 Professional, Windows Server 2012, Windows Server 2008
<b>Networking:</b>	Windows Server 2008, Windows Server 2003, Windows Server 2000, Windows NT Server, TCP/IP, DNS, WINS, UNIX, Linux, Novell, Directory Services: Active Directory, Frame Relay, ISDN, DHCP, Network Topology (LAN/ WAN/ Star/ Ring)
<b>Hardware:</b>	Cisco Routers and Switches, Dell, HP, Network Hardware (Hubs/ Switches/ Routers, Bridges/ Cabling), Server Routers, Basic Computer Hardware

**PROFESSIONAL EXPERIENCE**

<b>Teleperformance</b> , Ft.Lauderdale, FL IT Service Desk	May 2015 to Present
<b>Teleperformance</b> , Ft.Lauderdale, FL Technical Support	Jan 2015 to May 2015
<b>G4S</b> , West Palm Beach, FL <i>Custom Protection Officer</i>	May 2013 to Jan 2015
<i>Completing Security Clearance for a position in Afghanistan</i>	May 2012 to April 2013
<b>ITT Exelis</b> , Camp Bondsteel, Kosovo <i>Force Protection Supervisor</i>	October 2011 to April 2012
<b>G4S</b> , Camp Bondsteel, Kosovo <i>Force Protection Specialist, Global Risks</i>	May 2008 to October 2011

**Wackenhut Corp,**  
*Nuclear Security Officer, Port St Lucie, FL*

*July 2006 to May 2008*

**U.S. Marine Corps,** Worldwide  
*Platoon Sergeant*  
*Team Leader*  
*Introductory Military Trainee*

*June 2002 to June 2006*  
*Jan 2005 to June 2006*  
*Oct 2002 to Dec 2004*  
*June 2002 to Sept 2002*

## **EDUCATION**

**Keiser University,** Ft.Lauderdale, FL  
*A.S. Information Technology*

*Feb 2015 to Present*

New Horizons Computer Learning Centers, West Palm Beach, FL  
**CompTIA A+, CompTIA Network+.**

*Completed: April 2014*

**Marine Corps Institute,** Washington, D.C.  
*Leadership Training Course*

*Completed: June 2003*