

## Contact

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(LinkedIn)

www.marcoaviso.com (Personal)

## Top Skills

Servers

Active Directory

Troubleshooting

## Certifications

CompTIA A+

CompTIA Network+

# Marco Aviso

IT Support Engineer at supplyFORCE

King Of Prussia, Pennsylvania

## Summary

As a Systems/Network Administrator, I am responsible for the configuration, implementation, and maintenance of various technologies managed by the IT department. I focus on the administration of the company's network infrastructure to include desktop PCs, servers, network equipment, and software applications. I assess and identify appropriate solutions to be integrated into my company's systems operation and make recommendations for implementation.

I possess a solid knowledge of LAN/WAN configurations that includes experience with routers & switches, Internet firewalls, and wireless technology. Experience setting up and managing database systems such as SQL Server. I possess a background of supporting telephony systems: VoIP-based or standard PBX models. Advanced hardware & software troubleshooting skills. I possess quality customer service skills, a strong work ethic, and is a team player with the ability to work well independently. I possess above average organization skills and excellent communication skills. I have demonstrated excellent problem solving skills and are often times considered an out of the box thinker and with willingness to learn more.

## Specialties:

PLATFORMS: FreeBSD, DOS, Redhat Linux , Eclipse, Microsoft Windows 9x/ME/NT/2000/XP/7/10, Windows Server 2003, 2008, 2012, Mac OS 9/10.x

LANGUAGES: Pascal, COBOL, C, HTML, JavaScript, Perl, PHP, SQL

SOFTWARE: Microsoft Office 97'-2016, Office 365, Visio, Lotus Notes, pcAnywhere

ADMINISTRATION/MAINTENANCE: Active Directory, Cisco ASA, HP OpenView, RSA Admin, Backup Exec, Enterprise Vault, Exchange 2003/2007/2010, Checkpoint FireWall-1, McAfee VirusScan, Apache, IIS, BES Server, Fortinet FortiGate

CALL TRACKING SYSTEMS: Track-It, Siebel CRM, SalesLogix, Spiceworks

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## Experience

### supplyFORCE

IT Support Engineer

November 2010 - Present

King of Prussia, PA

- Diagnose, troubleshoot and resolve hardware, applications, and operating system issues
- Performing daily systems/network administrative tasks: backups, account management(domain, e-mail), patches, computer hardware setups
- Initiating and performing company-wide system upgrades, IT policy creation and changes
- Procurement of ALL company IT hardware and software solutions
- Monitor local and remote system uptimes & security logs, and perform updates to our static frontpage website
- Setup trading partner profiles and monitor and troubleshoot electronic data interchange(EDI) transmissions

### The Edcomm Group Banker's Academy

Systems Administrator

January 2006 - August 2010 (4 years 8 months)

Fort Washington, PA

- Diagnose, troubleshoot and resolve hardware, applications, and operating system issues
- Performing daily systems/network administrative tasks: backups, account management(domain, e-mail)

- Initiating and assisting in company-wide system upgrades, IT policy creation and changes
- Procurement of company IT hardware and software to solve business needs and writes documentation as needed
- Monitor local and remote system uptimes & security logs and perform minor Webmaster duties
- Prepare or acquire computer systems/applications needed for the testing and developing of proprietary systems

## DUTIES/RESPONSIBILITIES

- Assists in the planning, design, documentation, and implementation of various systems to include desktop PC's, servers, network equipment, and software applications.
- Develops, maintains, and monitors procedures for all server backups.
- Monitors, plans, and coordinates the distribution of client/server software and service packs.
- Makes recommendations for new equipment and services to purchase and works with various vendors for procurement.
- Perform on-site and remote technical support.
- Assist in the organization and inventory of all hardware and software resources.
- Maintains excellent communication with the IT Manager on all tasks and projects.
- Creates and maintains good technical documentation.
- Provides emergency on-call support on a rotating schedule.
- Performs other duties as assigned.

## Help Desk Analyst

November 2004 - December 2005 (1 year 2 months)

Horsham, PA

- Diagnose, troubleshoot and resolve hardware, applications, and operating system issues
- Document, escalate and dispatch computer & network related problems to respective IT department as directed by standardized procedures
- Assisting callers with network connectivity problems on our network (local and remote)
- Create user accounts (Active Directory and varying systems) in compliance with HIPAA and SOX
- Reset passwords and modify account permissions in compliance with HIPAA and SOX

## clubsystems group

Client Services Support Specialist

August 2004 - September 2004 (2 months)

Jenkintown, PA

- Diagnose, troubleshoot and log proprietary retail POS & accounting software on Windows/Novell systems
- Calls end-users and escalate customer issues for timely problem resolution
- Tests and writes software evaluations when programming changes are required

## RCN

Internet Technical Support Specialist

October 2003 - August 2004 (11 months)

Wilkes-Barre, PA

- Diagnose, troubleshoot and log residential and commercial high-speed internet/network services
- Document and escalate network related problems to respective local Network Operation Centers(NOC)
- Provide technical support for network software and hardware while providing POS value added services

## Network Solutions

Web Services Specialist

January 2003 - September 2003 (9 months)

Drums, PA

- Take inbound calls and troubleshoot, research and handle customer service issues, and escalate if needed

- Provide additional support to the supervisor including administrative tasks, special projects, and report analysis as needed and upsell Network Solutions products when appropriate to customer's needs

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## Education

DeVry University - Keller Graduate School of Management

MBA, Graduate Certificate in Project Management, Business Administration,  
Project Management · (2006 - 2008)

University of Scranton

B.S. in Computer Information Systems, Computer Science,  
Business · (1998 - 2002)