

**Cole S. Marshall**  
Gainesville, GA 30506  
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## **EDUCATION**

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**Mill Creek High School**, Hoschton, Georgia / August 2015 – May 2019

- Member of Technology Student Association (TSA)
- Officer team of TSA Junior and Senior Year
- Member of VEX Robotics – Programming and Build Team
- Officer team of VEX Robotics Senior Year

**University of North Georgia**, Oakwood, Georgia / August 2019 – (on hold)  
Bachelor of Business Administration, Information Systems Major

## **CAPABILITIES and SKILLS**

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**Skills:** HTML/CSS, PHP, Python, JavaScript, Network Storage (NAS), Type 1 Hypervisors, Advanced MacOS and Windows knowledge, Bash/PowerShell, Microsoft Office, Adobe Suite, Windows Server Management: Active Directory and DNS, Linux server management, Network Administration and Engineering

**Interests:** Custom Built Computers, Computer Networking, Home Automation, Cars, Photography

**Other:** Ability to work in a team, independently, and be a leader  
Ability to communicate clearly and effectively

## **Employment**

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**RTS Associates, LLC,**

**Lawrenceville, Georgia**

*IT Support Technician*, August 2022 – Current

- Support 250+ endpoints across 6 states on-site and remote ensuring all machines are accounted for, operational, up to date, and kept secure.
- Deploying new machines to employees and creating proper Active Directory, Microsoft 365, and other necessary SaaS accounts.
- Ensure all company resources are online and accessible in on-site and over a VPN (Data Center and HQ resources).
- Ensuring all company data has proper replications and all company networks have operational failovers.
- Manage company websites, both public and employee view.

**CODE NINJAS,**

**Dacula/Suwanee, Georgia**

*Sensei*, August 2018 – January 2020

- Provide an environment for kids 7-14 to learn the basics of computer programming using JavaScript, Python, HTML, and C# while providing other STEM related activities to help kids grow other skills in Technology

*Lead Sensei*, January 2020 – May 2021

- Lead STEM camps and workshops
- Ensure day-to-day tasks are being completed fully

*Dojo Manager*, May 2021– November 2021

- Work closely with Center Director to complete management tasks within the center
- Onboard and train new employees on the systems and procedures in the center
- Develop Camp and Club material in a range of STEM areas for age groups 7-14 years old

*Operations Manager*, November 2021- March 2023

- Oversee all employee tasks around the center for smooth day-to-day operations
- Front of house: Greet and answer questions from customers, follow up on leads, and taking payments
- Keep an inventory of essential supplies
- Computer and network systems management and support for two store locations

**DIGITAL NETWORKS FOR UNLIMITED FREEDOM (*DNUF.com*)**  
**FULLY CONNECTED VIRTUAL ENVIRONMENT (*FCVE.com*)**  
**IHELP247.com**

**Atlanta, Georgia**

*Managed Services and Systems Administrator, November 2020 – Current*

- Provide support for Data Center Systems and resources.
- Provide support to managed services clients including but not limited to:
  - Computer network installs
  - Phone system management
  - Manage client machines
  - Diagnose problems and resolve hardware and software issues
  - Onsite and remote support, in an office space and data center