

**Marcus Z.A Benskin**  
#9B Ellerton Park, St. George  
(246) 248-5310(c)  
marcusbenskin@icloud.com

## PERSONAL PHILOSOPHY

“Enjoy every step you take. If you're curious, there is always something new to be discovered.”

## EDUCATIONAL QUALIFICATIONS

Associate Degree in Computer Studies, Barbados Community College, The Ivy, St. Michael, 2016-2018

- Courses included Problem Solving and Program Design; Principles of Database Management; Database Management Systems; Object Oriented Programming with JAVA; Web Page Design(HTML & CSS) and Hardware Fundamentals
- PHP & MYSQL; Mathematics; Mobile Applications; Networking; Statistics

Caribbean Examination Council (CXC), Queen's College Husbands, St. James, 2010-2015:

- Grade 1 in Mathematics (All A profile), English Language and Information Technology
- Grade 2 in English Literature and Biology
- Grade 3 in Chemistry, Geography and French

## PROFESSIONAL EXPERIENCE

Tech Ops Analyst at Viral Nation International

1st Floor Hastings House, Balmoral Gap | Christ Church, Barbados, November 14th - Present

- Responsible for managing helpdesk queues
- Diagnosed & resolved software and hardware faults physically and remotely
- Configured , monitored and maintained devices on the company's network
- Managed company devices through MDM setup (JAMF)
- Responsible for Onboarding and Offboarding employees
- JIRA Administration (responsibilities included but not limited to the complete setup of JIRA projects for various tech teams , setting up respective workflows and permission schemes, user groups and permissions, integration between other company used software and JIRA, and automation for efficient processes in JIRA)
- Setup and managed company's Inventory Management software holistically
- Google workspace administration
- Microsoft Intune administration
- Provided technical and application support both locally and internationally

Software Developer at Terra Caribbean

Somerley, Worthing Christ Church, March 2021 - October 2023

- Responsible for writing, rewriting and refining well documented code for all projects
- Responsible for maintenance and version upgrades of software
- Responsible for end user acceptance testing
- Facilitated installation of software

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- Managed tickets associated with software developments using AGILE methodology (JIRA)
- Analyzed, reviewed, and revised software as needed
- Provided training to end users on effective use of applications and software
- Built and designed components and features for web application using angular/typescript
- Designed HTML code for the purpose of being converted to pdfs via pdf generator
- Use of object-oriented design, data structures, algorithm design and complexity analysis

Web Developer Intern at SunIsle Technologies

Dayrell's Road Christ Church, from January 2018-April 2018

- Developed Barbados Secondary Schools Athletic Championship (BSSAC) website using Wordpress platform
- Content management of Intimate Hotels Barbados website using Drupal

## **PROFESSIONAL EXPERIENCE (cont'd)**

IT Support Technician at Goddard Enterprises Limited Head Office

The Goddard Building, Haggatt Hall St. Michael, November 2018 - March 2020

- Diagnosed & repaired software and hardware faults
- Managed support ticketing system
- Server Administration
- Configured , monitored and maintained all devices on the company's network
- Provided technical and application support for subsidiaries both locally and regionally
- Assisted in the migration of email service from Rackspace to Office365
- Administered user accounts for both domain and email services

Information Technology Assistant at Home Improvement Hardware

"Al-Mil House", Green Hill, St. Michael, 2015 - 2017 (Part Time)

- Manage the administration of company's servers
- Set up and installed both hardware and software for Fingerprint Machines for employee attendance ( brand Fingertec)
- Built , repaired and restored computers / servers
- Assisted in the set up of PBX system using UNIX
- Managed and created servers using Linux
- Assisted in debugging programs
- Created price check machines with Raspberry Pi's
- Crimped and installed network cables of various kinds

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- Set up and managed DVR camera systems for company's security
- Repaired printers of various models and brands, counterfeit money detectors and scanners
- Built Linux computers using Raspberry Pi's
- Set up kiosk for company devices (e.g. tablets)
- Managed company's network and network devices ( IP address assignments, access points and routers)

### **PROFESSIONAL DEVELOPMENT COURSES**

- Digicel CoderDojo Programme , Nov 2016-Feb 2017
- Finalist, Caribbean Development Bank / World Bank Start-Up Bootcamp in conjunction with DEV LABS, Feb 2016
- Cyber Threats & Attack Vectors (Cousera) October 2020
- Detecting and Mitigating Cyber Threats and Attacks (Coursera) November 2020
- Introduction to CyberSecurity for Business (Cousera) December 2020
- Udemy Angular Certification
- AWS Certified Cloud Practioner 2021

### **LEADERSHIP AND SPECIAL AWARDS**

- Head boy, Eden Lodge Primary School, 2009-2010
- Senior Sixer, Cub scouts, Eden Lodge Primary School Pack, 2009-2010
- Top male student, Common Entrance Examination, Eden Lodge Primary School, 2010
- Most Outstanding Boy, National Council of Substance Abuse Project S.O.F.T Programme for transitioning into secondary school, 2010
- Form Captain (Fourth form) Queens College Secondary School, 2013

### **SKILLS AND QUALITIES**

- JIRA Administration
- AGILE methodology using JIRA
- Google Workspace Administration
- JAMF Administration
- Coding and Web Development skills - PHP, HTML, CSS/CSS3, Laravel - (personal website - marcusbenskin.com), Angular, Typescript, WordPress
- Docker
- Git
- AWS Cloud Services(Cloud Practitioner)
- Skilled in Microsoft Word, Excel, PowerPoint, Publisher and Outlook
- Proficient troubleshooting and problem solving skills

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- Resourceful, cooperative and industrious
- High regard for detail and accuracy

#### **INTEREST**

- Cyber Security
- Kayaking
- Football
- Hiking
- Gaming
- Badminton

#### **REFEREES**

Mr. Paul Sealy  
Life Enhancement Coach  
Success You Inc.  
"Worrell House" Whitepark Road  
St. Michael  
Tel: 230-3109 (o); 230-3109 (m)  
E-mail: paul.tracy.sealy@gmail.com

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