

Manuel Marin III

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IT Support Specialist | Help Desk • Desktop Support • Active Directory • Microsoft 365

SUMMARY

IT Support Specialist with a B.S. in Computer Information Technology (CSUN, 2025) and nearly two years of hands-on end-user support: Tier 1 help desk for Windows and macOS users in an Active Directory and Microsoft 365 environment (~20 tickets/day), plus campus computer-lab support for students, faculty, and staff. Currently operate production web hosting, DNS, and customer-facing AI chatbots for e-commerce clients. Google IT Support Professional Certificate expected Nov 2026.

SKILLS

End-user support: Tier 1 help desk, desktop support, ticketing and escalation, remote support, hardware setup and troubleshooting, OS and software installation, printers, VoIP phones, user account management

Systems: Windows, macOS, Linux, Active Directory (AD), Microsoft 365 (M365), VPN, VMware, Hyper-V

Networking: TCP/IP, DNS, DHCP, VLAN, VPN, Wi-Fi and Ethernet troubleshooting

Scripting and tools: PowerShell, Bash, Python, Git, Jira, Slack, Microsoft Teams, Zapier

Cloud and web: AWS (EC2), Cloudflare DNS, HTML, CSS, JavaScript

EXPERIENCE

Full Stack Developer (Freelance) — Limited Edition Group, Los Angeles, CA **Apr 2025 – Present**

- Administer hosting, DNS, SSL, and email routing for client e-commerce storefronts on AWS (EC2, RDS, EBS), Hostinger, and Cloudflare; serve 10,000+ monthly users
- Troubleshoot and restore production issues, including a full hosting migration with DNS cutover after a provider-side suspension
- Built customer-facing AI chatbots (Zapier Chatbots on Claude and ChatGPT) that answer first-line customer questions, and maintain their knowledge base
- Build and maintain Zapier automations (payment routing, order intake, Slack alerts, customer email responses) and integrations with Stripe, PayPal, Square, and QuickBooks

IT Help Desk Technician (Contract) — Fralock, Chatsworth, CA **Jan 2023 – Aug 2023**

- Resolved ~20 Tier 1 tickets per day for Windows and macOS users covering hardware, software, Microsoft 365, printer, VoIP phone, and VPN issues
- Administered Active Directory user accounts: password resets, unlocks, and access permissions
- Documented completed work, open issues, and action items in the ticketing system and reviewed prior-shift notes to keep continuity on system status
- Escalated unresolved issues to Tier 2 and Tier 3 support with documented troubleshooting steps
- Attended change-control meetings, reported project status, and reviewed proposed changes

IT Technical Support Intern — California State University, Northridge (Computer Lab) **Jan 2019 – Mar 2020**

- Provided on-site technical support to students, faculty, and staff in the campus computer lab
- Set up, configured, and troubleshooted desktops, laptops, printers, and classroom technology; installed and updated operating systems and educational software
- Managed user accounts, password resets, and access permissions; troubleshooted Wi-Fi and Ethernet connectivity
- Documented issues and resolutions and escalated complex problems to senior IT staff

Bartender (Part-time) — AMC Theatres, Porter Ranch, CA **Mar 2021 – Present**

- High-volume, customer-facing service role held alongside full-time study and freelance work

EDUCATION

B.S. Computer Information Technology — California State University, Northridge **May 2025**

CERTIFICATIONS

- Google IT Support Professional Certificate — in progress, expected Nov 2026