# Marcus D'Camp

Computer Musician/System Administrator/Web Development/Epic Technical Support

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## Profile

Technically-oriented Interdisciplinary Computing and the Arts - Music major at University of California, San Diego. Current IT Professional with over 14 years of experience in customer service, technical support, system administration and development for the web.

## Experience

**System Administrator, BOMPA, LLC; CA, San Clemente -- 2010-Present**

Designed, operated and maintained a network of servers optimized to be highly efficient for on-demand online sales for the entertainment industry. Provided customer service for those experiencing issues with orders. Communicated with owners, clients, management and developers to meet deadlines and satisfy customer volume.

**System Administrator/Web Developer, Zeropresence; CA, Carlsbad -- 2010-Present**

Provided all inclusive support for existing servers, applications and clients. Upgraded software packages, implemented patches and worked with a variety of clients to develop web applications. Continued customer relationships with ongoing support after development.

**Owner, Too Many Bits; CA, San Diego -- 2007-Present**

Self-operated business providing personalized and professional IT services, with a focus on customer satisfaction. Including on/off site technical support of networks, System Administration and Web Development.

**Dedicated Support, Aplus.net; CA, San Diego -- 2004-2006**

Third-tier support for collocated and unmanaged dedicated servers. Provided cross-platform (UNIX, Linux and Windows) troubleshooting and solutions via phone/email for a heavy stream of customers. Utilized an internal ticketing system to update customer status and detailed notes. Exceeded service standards to keep customer attrition low.

**Lead Server, Ono Sushi; CA, San Diego -- 1999-2010**

Extremely high volume, service oriented position, maintained a level of customer satisfaction serving food and beverages. Trained employees in service and product knowledge to meet customer expectation.

## Education

University of California, San Diego -- B.A. Interdisciplinary Computing and the Arts - Music, Computer Science minor; in progress.

## Skills

UNIX, Linux, OS X, iOS, and Windows operating systems. C/C++, Java, Bash script, Applescript, PHP, Javascript, HTML languages. SQL Based querying languages, Apache/LIghttpd/NGiNX web servers. Plesk, CPanel, Nagios, Cacti and Webmin.

**Referrals**: Available on Request.