

Marco T. | IT Professional



Contact

Marco Technologies
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Skills

Technology assessments
IT Security
Managed & Co-Managed Services
Cloud Services
Managed Wide Area Network
Enterprise Content Management
Lifecycle Asset Discovery
Backup & Disaster Recovery
Data Center
Cloud Data Storage

Honors

Cloudtango MSP100
United States
CRN Tech Elite 250
Managed Service Provider
Channel Futures Top 501
Managed Service Provider

References

Click to view these case studies,
which validate my IT experience

Sweet Harvest Foods | MN
Hill Top Home of Comfort | ND
Rides | IA

I am Marco Technologies, a national IT leader who is large enough to offer premium products and integrated solutions, yet small enough to provide personalized service.

I apply technology solutions that contribute to my clients' success. As part of your team, I will make a difference in IT, security and service.

Experience



Marco Technologies | 2005 - Present

- I provide top-quality service to 30,000 clients nationwide, working from more than 50 offices across 12 states, with a 95% client retention rate.
- I am a great multi-tasker, managing a team of 375+ certified systems engineers and technical representatives who provide 24x7 service.
- I leverage tools to protect against security breaches, and I am skilled in detecting and responding to security threats.
- I apply my network expertise to assist voice, data, video, print and IT clients. I work with clients from initial planning and design, through installation and ongoing support.
- I execute a tiered support desk that escalates issues quickly to the appropriate person, resolving 95% of service issues remotely.
- I train colleagues in IT, security, copiers/printers, voice services and more.
- I achieve a 95% live-call answer rate to ensure clients receive support in a timely manner. In fact, I take 210 calls at any one time.
- I provide a technology roadmap and budgeting assistance with detailed industry knowledge and vendor relationships.
- I never take vacation or use sick days. I serve clients 24/7, 365 days a year.



Marco Business Products | 1987 - 2005

- Equipped businesses with personal computers, as they replaced typewriters.
- Led project to move data storage from floppy disks and CDs to the cloud for security.



The Typewriter Shop | 1973 - 1987

- Expanded from furnishing businesses with top-rated typewriters and quality office equipment, to helping organizations navigate the network.
- Developed product line to include copiers and printers to meet client needs.

Certifications

I have more than 600 professional certifications, including some of the best in the industry:

- SOC2 Type 2 Report
- Cisco Gold Certified Partner
- Microsoft Gold Certified Partner
- Dell Gold Certified Partner
- HPE Gold Certified Partner
- Mitel Platinum Certified Partner