

Marco Lo

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marcolo-IT.github.io/portfolio/

github.com/marcolo-IT

CERTIFICATIONS

Salesforce Administrator, Microsoft Office Specialist: Excel Expert, CompTIA Security+, CySA+, PenTest+, A+, Network+, Project+, Associate of ISC2 (SSCP)

<https://www.credly.com/users/marcolo-lo.5745a601/badges>

EDUCATION

Western Governors University - B.S. in Cybersecurity and Information Assurance

Salt Lake City, UT

Graduated

- Relevant Computer Science coursework: Data Management, IT Automation, Security Software Design, Secure Network Design

WORK EXPERIENCE

TopMark Funding - IT Specialist

Sacramento, CA

June 2022 - Present

- Designed and implemented automation solutions that improved data entry, reducing hours of repetitive tasks into minutes
- Developed and maintained robust data validation mechanisms, ensuring data accuracy and consistency across systems
- Utilized programming languages and tools (Python, Excel VBA, Power Automate, Power BI, Powershell, and SQL) to create automation scripts for routine reports
- Collaborated with cross-functional teams to identify process improvement opportunities and successfully streamlined workflows
- Provided training and support to all users in the company; resolved issues related to the servers, networking, softwares, automations, databases, and hardware.

Computers 4 Kids - Computer Technician

Sacramento, CA

June 2022 - Dec 2022

- Spearheaded an e-waste project focused on collecting and repurposing old electronic equipment (computers, printers, and servers) from companies
- Installing and configuring hardware components such as CPUs, memory cards, hard drives, and graphic cards.
- Installing and updating operating systems, drivers, and software applications for redeployment

SKILLS

Data Engineering
Communication
Creative Thinking
Problem Solving
Pattern Recognition
Scripting
Business Automation
Windows/Linux
Web scraping
DHCP
DNS
Virtual Machine
Data Backup
Software/Hardware Troubleshooting
Reporting
Microsoft Office Excel
Salesforce
Qualitative Research
Desktop Support
TCP/IP
Active Directory
Data Analysis
Information Security
Project Management
VPN

EasyKe Tutoring – Tutor

Remote

May 2019 - May 2022

- Tutored highschool and college students in Mathematics, Computer Science, English, and Chemistry.
- Created tailor-made learning materials to help students overcome their academic challenges.

COMPLETED PROJECTS

Servers and network infrastructure upgrade

- I helped installing a new UPS (Uninterrupted Power Supply) for our servers and network switches as a part of the business continuity and disaster recovery plan; installed and re-wired Cisco routers & switches during a company change of networking equipment.

Salesforce API Integration for Financial Data Transmission (JSON, SQL, Apex)

- I developed a process that will replace the existing manual email delivery of json files with an automated process with automated http POST requests.

Business Intelligence Reporting Automation | (Excel, Power BI, Power Automate, Python, Powershell & SQL)

- I revolutionized the way our daily/weekly/monthly reports are being generated. Most of the reporting tasks are now done with a click of a button.

Company Data Backup | (Python, Excel, SQL & Sharepoint)

- Without having the company to pay for add-ons or premium plans, I completed data export projects where I wrote scripts that efficiently downloaded our company data (call logs and files) from third party hosts (Salesforce and RingCentral) and uploaded them to our local file servers along with Sharepoint.

Languages

Python: rwx

SQL: rwx

Apex: rwx

HTML: rwx

JSON : rwx

TESTIMONIALS

“Brings up items that may need attention before they become an issue, takes on tasks autonomously. Tasks assigned are completed quickly and never misses deadlines.”

- System Administrator at TopMark Funding

“ Has shown a willingness to grow in their profession and take on new responsibilities. Passed Salesforce certification.”

- Director of Technology at TopMark Funding

“In Marco’s first year with the company, he has taken on the Helpdesk role and provided our users with excellent service. In addition to this role Marco also expanded his personal skill set in Excel, PowerAutomate and Salesforce playing an integral role in further automating daily, weekly and monthly reporting tasks helping decision makers make informed decisions based on production data.”

- Director of Employee Development at TopMark Funding