

Terence Lee Marshall

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QUALIFICATIONS:

- * POS Systems Support: MICROS / VERIFONE / TOAST / SHIJI GROUP
- * PC Compatible: Hardware/Software installations and configurations, Data Recovery, Networking, Peripherals, and Telecommunications.
- * Proficient use of ALL Microsoft operating systems and MS-Office programs including VB/Macros.
- * Proficient using Crystal Reports, Business Objects, Heat and Clarify.
- * Relational/Hierarchical Databases, and Accounting.

- * Highly effective phone communication with strong team building, leadership and partnering skills.
- * Supervisory Experience: 6 years as Senior Lead supervising/training personnel in Helpdesk environment.
5 years as Production Supervisor in Manufacturing plants,

WORK EXPERIENCE:

Toast POS / NAB – November 2017 – March 2020 **Installation Field Technician of Toast POS hardware.**

Installation of POS terminals and Servers in U.S.
Implementing POS terminals and peripherals to restaurants.
Train and support managers and crew to help ensure smooth transitions.
Also provide GO-LIVE support.

Shiji Group / NAB – July 2019 – March 2020 **Installation Field Technician of Aures POS hardware.**

Installation of POS terminals and Servers in U.S.
Implementing POS terminals with peripherals to hotels.
Train and support managers and crew to help ensure smooth transitions.
Also provide GO-LIVE support for the Hotel industry.

Oracle Micros Inc. / NAB

June 2009 – March 2020

POS Implementation Specialist

Installation of Micros POS terminals and Servers in U.S. and Canada.
Implementing POS terminals and Back Office Servers with peripherals to hotels and restaurants.
Train and support corporate personnel, managers and crew to help ensure smooth transitions.
Also provide GO-LIVE support for Casinos, Stadiums, Restaurants and the Hotel industries.

TLMarshall Computer Services (tlMCS)

May 1991 – Present

Commercial/Residential Computing Support -- Systems Analysis and Consulting

PC Installations, HW/SW Upgrades, System Maintenance, Data Recovery, Network and Training.
Optimize configurations for performance.

ACC / Technisource

Sept 2012 – August 2013

Lead Technician

Full Integration of: Routers, Switches, Servers, WAP, PC's, IMAC's and Office Document Scanners/Printers.

PNC Bank / Technisource

November 2011 – March 2012.

Lead Technician

Project based Installation/conversion of Retail Bank locations and Back Offices.
Installed new hardware and verified software as needed with strict timeline. Cisco VoIP devices deployed.

GE Power / Customer First Communications (C1C)

October 2011 – July 2013.

Installation Technician

Implementation of Avaya VoIP devices.
Deployed and migrated over 3,000 devices into multi-office complexes with satellite/remote locations.

Micros Inc./ Technisource

March 2009 – June 2009

Installation of Micros POS terminals and Servers

POS terminals and Back Office Server installation/upgrade with peripherals. Ensured smooth transition to new system with restaurant managers and onsite personnel.

VeriFone, Inc. Independent Sub-Contractor

January 2005 – March 2008

Project-based POS Support

Remotely accessed POS systems for software upgrades.

Scheduled service contractors for on-site system upgrades. Tracked, reported, and monitored completion of upgrades; noted and escalated issues as required.

VeriFone, Inc. - Clearwater, Florida

December 1996 – November 2004

Senior Lead Technical POS Helpdesk Specialist**Verifone Authorized Service Technician**

Provided technical assistance to customers in resolving hardware, software, and operational problems with POS terminals. Trained and gave guidance to other employees with technical issues and phone support.

Monitored Dispatch of Field Technicians and Adherence Reporting of helpdesk personnel. Provided feedback to Engineers and Management. Senior Lead for 2nd & 3rd shift Helpdesk personnel.

* Heat Database Super-user with Administrator Rights.

* Clarify Database (CRP) team member – defined Helpdesk processes for implementation.

* Clear Support Certified.

IBM / Advantis - Tampa, Florida

March 1995 - December 1996

IBM Global Network Customer Assistance Dispatcher

Provided Global support for IBM mainframe applications, Remote Access, Routers and Internet Services.

GTE Data Services / ARC - Tampa, Florida

October 1995 - November 1996

National Support Center Helpdesk Specialist

End-User network and software support.

** National Support Center Star for three consecutive months.*

EDUCATION:**Computer Programming and Systems Analyst Degree.**

Tampa, Florida – 1994

Minored in: Accounting and Database Development

CERTIFICATIONS:

Payment Card Industry (PCI) certified.

Computer Technical Support certification.

Ruby & Sapphire Installation & Support certificates.

Clarify Training & Clear Support certificates.

Extraordinary Customer Skills & Strategies certificates.

HelpDesk Professionals Customer Service certificate.