

Marlon Hall

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Recent graduate of an intensive IT program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. 10+ years in customer service have led to developed skills in problem solving, communication, and attention to detail.

RELEVANT SKILLS

Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation • Software Installation & Configuration • Customer Service • Windows • Linux • Domain Name System (DNS) • Networking • System Administration • Problem Solving • Business Collaboration • Communication

EDUCATION

Merit America • Virtual

01/2024

Google IT Support Professional Certificate (01/2024)

- Skill development includes **troubleshooting, customer support, networking, operating systems, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification

Additional Skill Development

- Completed hands-on coursework covering **Microsoft 365, Windows 10/11, Spiceworks** ticketing system, and **fundamental concepts in spreadsheets, AI tools and Microsoft Teams** management

CompTIA • Virtual

12/2023

CompTIA a+ Network (12/2023)

- Completed certified coursework on shell scripting, data management and network security for CompTIA+ exam prep

Western Governors University • Virtual

01/2024 - 01/2025

Finance / IT Management

RELEVANT EXPERIENCE

Assistant Claims Adjuster • Summit Workers Compensation, Gainesville, GA

05/2016 - 01/2017

- Enhanced claim team efficiency through precise data entry, scheduling, file organization, payment processing, and general administrative support, boosting overall productivity
- Analyzed claims and medical records, gauging injury severity for accurate assessments, demonstrating expertise in workers' compensation evaluation
- Fostered effective communication and collaboration with stakeholders, including injured workers, employers, healthcare providers, legal representatives which ensured smooth coordination and resolution in compensation claims
- Contributed to maintaining and fostering a fair and informed decision-making environment by ensuring accurate assessment of injured workers' eligibility and entitlement to benefits while regularly analyzing policy coverage
- Maintained up-to-date expertise in policy coverage, case law, and workplace regulations, ensuring accurate and compliant claims handling, contributing to the office's commitment to legal and regulatory adherence

Sales Representative • AT&T, Cleveland, GA

09/2013 - 06/2015

- Diagnosed and resolved customer inquiries, complaints, and technical issues related to wireless devices, plans, or services
 - Assessed customer needs in order to provide suitable wireless product and service recommendations
 - Met and delivered sales targets and goals of 50 plus units each month
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ADDITIONAL EXPERIENCE

Delivery Driver • Richwood Courier, Atlanta, GA

08/2020 - 01/2022

- Coordinated and collaborated with healthcare professionals which resulted in providing a high level of customer service, positive clientele experience and timely deliveries