

## DeMarco Hussey

Philadelphia, PA • 718-219-5559 • dhusse8@wgu.edu • linkedin.com/in/demarcohussey

### Objective

Motivated IT professional with 7+ years of combined public service and hands-on technology support experience. Skilled in troubleshooting hardware/software issues, managing system configurations, and providing end-user training across diverse environments. Seeking to contribute technical expertise and community-driven service as a Technical Support Specialist with the City of Philadelphia Office of Innovation & Technology.

### Education

#### **Western Governors University (WGU) – Salt Lake City, UT (Remote)**

Bachelor of Science, Software Engineering – In Progress (Expected 2026)

Completed 83 credits toward degree

Relevant coursework: Networking Fundamentals, Systems Administration, Database Management, Cybersecurity, Java Programming, Web Development

### Technical Skills

- Networking: LAN/WAN setup, VPN, DHCP/DNS troubleshooting, Wi-Fi configuration
- Systems: Windows, macOS, Linux, Active Directory, Microsoft 365 administration
- Hardware: PC/laptop imaging, maintenance, and peripheral installation
- Software/Tools: Git, GitLab, SQL, IntelliJ, Visual Studio Code, Angular
- Support: Help Desk ticketing, user training, technical documentation, inventory tracking

### Professional Experience

**Recreation Outreach Worker** — City of Philadelphia, Parks & Recreation | Philadelphia, PA | 2023 – Present

- Provide technology-driven program support, including esports labs and digital literacy workshops.
- Serve as first point of contact for troubleshooting City-owned devices, applications, and connectivity issues.
- Assist with software installations, updates, and user account access.
- Collaborate with staff on after-school programs, digital learning initiatives, and resource allocation.
- Ensure compliance with City IT and data privacy policies.
- Recognized for reliability, professionalism, and exceptional community engagement.

**Technology Support Specialist / Program Coach** — Ed Snider Youth Hockey Foundation | Philadelphia, PA | 2017 – 2023

- Installed, configured, and maintained desktops, laptops, and peripherals across multiple youth program sites.
- Supported network troubleshooting for Wi-Fi, VPN, and account connectivity issues.
- Managed Office 365 administration, including password resets and account setup.
- Delivered clear end-user training for staff, coaches, and students to ensure effective technology use.
- Maintained operational readiness of computing equipment supporting esports and education programs.

**IT Support Technician** — Independent IT Projects & WGU Coursework | Philadelphia, PA | 2023 – Present

- Virtualized a small home lab network using Windows Server, Active Directory, and DHCP for domain testing.
- Configured a Linux server (Raspberry Pi) for file sharing, remote SSH access, and lightweight web hosting.
- Practiced PC imaging and rebuild workflows, including drivers, updates, and software installations.
- Simulated Help Desk tickets (password resets, printer/network issues) and documented troubleshooting steps.
- Deployed a multipage website using GitLab Pages with API integration and Git version control.
- Conducted Wi-Fi diagnostics by testing router channels, DHCP leases, and network security configurations.

**Certifications (In Progress)**

- CompTIA A+ (Expected 2025)
- Cisco CCNA (Expected 2025)

**Key Strengths**

- Blend of technical IT skills and public service dedication.
- Strong background in network troubleshooting and desktop support.
- Skilled in user support, documentation, and training.
- Proven ability to work independently and collaboratively in high-demand environments.