Mark Leslie Plowright

1-910-536-3560 | mlpplowright@gmail.com | LinkedIn | Portfolio

IT support professional with experience since 2022 across K-12 schools, a university research lab, and summer programs. Hands-on with Mac and Windows support, Jamf, networks, AV and video conferencing, ticketing, and end-user training.

TECHNICAL SKILLS

Support & Endpoints: Chromebook, MacBook, and printer troubleshooting, AV and video conferencing equipment, Jamf, Google Admin, Zoom, Office 365, Mac mini, routers, MDF, IDF, server rack cabling, access point management and configuration

Networking: Wi-Fi, switches, firewalls, LAN support, Network & Traffic Diagnostics (TCP/IP, Wireshark)

Process and Documentation: ServiceNow/ITSM, ConnectWise, Incident IQ, Google Workspace, hardware inventory tracking, SOPs

Programming & Data: Python, Java, SQL/PostgreSQL, Windows CLI, PowerShell

WORK EXPERIENCE:

ACS International Resources (Inspiroz) **Feb 2026 – Oct 2026**
School Technology Specialist *New York City, NY*

- Provide on-site support for multiple school environments. Solve technical issues for staff and students on Mac and Windows, including Adobe, Office 365, and Zoom. AV and video conferencing set up for events.
- Maintain accurate documentation trails for tickets in ConnectWise and Incident IQ. Jamf enrollment for macbooks, iPads, inventory tracking, user policies set up.
- Troubleshoot printer servers, Mac mini, routers, switches, MDF with IDF server rack cabling, Wi-Fi, firewalls, access point management, along with key fob set up.
- Onsite for 5 schools per week providing support for buildings by provisioning, patching, inventory for all tech management.

Success Academy Charter School **Jul 2025 – Jan 2026**
STEM Problem-Solving Teacher *Brooklyn, NY*

- Collected and analyzed performance data from exams, quizzes, and assignments across each classroom to identify learning gaps and adjust instruction accordingly. Used (LMS) Education Institute (EI) Learning Portal for tracking students and data to determine outcomes.
- Made engaging slides for 35 students per class across 4 different classrooms, encompassing topics of logic-based mathematics and problem- solving strategies, guiding students to approach complex problems by using systematic reasoning and persistence.

University of Richmond — Short-Term Contract **Apr 2025 – Jul 2025**
Technical Trainer — Computational Chemistry Machine Learning *Richmond, VA*

- Trained Post-Baccalaureate researchers on a Python/LLM-driven research tool through presentations, group sessions, and 1-on-1 coaching translating technical functionality into workflows non-technical users could adopt confidently through webinars and instructional videos.
- Created and continuously improved SOPs, FAQs, troubleshooting guides, and internal knowledge bases to standardize processes and reduce reliance on ad hoc support.
- Owned the technical lifecycle of hardware computer lab systems, coordinating maintenance and access across a shared research environment. Created instructor-led, virtual, and e-learning training programs.

The Exploration School Summer Program — Summer Employment **Jun 2022 – Aug 2024**
IT Coordinator / AV Coordinator *Bronxville, NY*

- Delivered Tier 2/3 technical support using Windows CLI and Task Manager based diagnostic and PowerShell scripting.
- Configured and secured network connectivity for 100+ endpoints (iPads, phones, laptops, VoIP handsets) using NEC Univerge Blue, managing access across a high-density, high-turnover environment.
- Managed integrated building systems (Crestron touch panels, AV distribution, lighting/control systems) requiring coordination across multiple technical subsystems. AV and video conferencing set up for events.

TECHNICAL INVESTIGATION PROJECT

Network Traffic Analysis | *https://github.com/Markplowwright/network-traffic-analysis-wireshark*

- Built a structured, repeatable investigation workflow (capture strategy, filter selection, hypothesis testing, validation) to trace and document abnormal connection behavior across TCP, DNS, FTP, HTTP, and SSH traffic.

ADDITIONAL EXPERIENCE

GradAisle: ***Free graduate school discovery and matching platform for U.S. Master's/PhD applicants*** **April 2026**
Co-Founder & Lead Project Manager GradAisle.com

- Led a 3-person distributed team through biweekly planning syncs for planning and building the platform.
- Contacted and built working relationships with university admissions offices (Syracuse University and Fordham Gabelli) to verify program data accuracy and gather requirements directly from source contacts.
- Built an AI-assisted pipeline that turns unstructured university PDFs into a structured PostgreSQL schema powering a 1,000+ program dataset, with SQL for search, filtering, and matching.
- Built and shipped the core platform end-to-end (Next.js 14, Supabase/Postgres, Redis), including the matching logic and the deployment pipeline on a self-hosted VPS (Dokploy, Traefik).

EDUCATION

Methodist University **Jan 2021 – Dec 2024**
B.S. Computer Information Technology — Cyber Security & Information Assurance Concentration *Fayetteville, NC*