‍Michael‍ Marney-Brusstar

5075 SW 56th Ave #305 Portland, OR 97221

MichaelMarneyBrusstar@gmail.com

503-459-2443

**Objective**

Obtain an entry level position in a company that will let my grow and make connections during my time, well finishing my Bachelor's Degree in Information Technology with a minor on web and software development.

Experience

**Skills**

Fluent with Microsoft office suite

Microsoft PowerShell scripts

Mac OSX and Windows 10 experience

Base understanding of C, C++, and Python

**Admissions Assistant 11/17-9/19**

**American College of Healthcare Sciences**

∙ Reaching out to prospective students throughout the day who asked for more information on our website. Proving them basic information on the programs the school offers.

∙ Putting new applications onto our on Mac OS X server.

∙ Providing basic troubleshooting for our web based application if needed.

∙ Using CRM systems, with Microsoft office to create mailing lists using templates and

mail merge.

**MSP Agent 01/17-07/17**

**Midori Services**

∙ Basic and advanced troubleshooting and IT repair for businesses around the country.

∙ Managed tickets and incoming calls throughout my day

∙ Worked multiple contracts during the day.

∙ Office 365 troubleshooting and basic networking repair.

Customer Service Agent 10/16-01/17

Concentrix – Contract

∙ Worked with consumers placing orders online.

∙ Troubleshoot website error codes, and other apps made by Nike.

∙ Utilized CRM systems and VOIP services.

**Technical Support Agent 12/15-10/16**

**Arris – Contract**

∙ Working in a fast paced and stat driven environment.

∙ Fixing customers issues with a first call resolution in mind.

∙ Working knowledge of how the Uverse system works.

∙ Leading and educating new agents

**Outbound Sales**

**Orangutan Home Service 9/15-1/16**

∙ Called existing and new clients to set up appointments.

∙ Call clients for customer service.

∙ Sales over the phone.

**Team Lead 1/2015-9/15 Teavana**

∙ Coach and lead a team to drive sales goals while providing customer service and product suggestions.

∙ Extensive knowledge of products.

∙ Responsible for meeting daily sales goal.

∙ Assist with restocking products.

∙ Open and/or close the store.

∙ Promoted to team lead within 2 months because of sales and leadership skills.

**Cashier 9/2011-9/2014**

**Sephora**

∙ Provide customer service by answering questions on products and suggesting additional products based on customer needs.

∙ Extensive knowledge of all product lines.

∙ Responsible for meeting daily sales goal.

∙ Assist with restocking products.

∙ Create and change store displays.

**Stock**

**Forever 21**

6/2010- 1/ 2012

∙ Performing shipment duty, checking boxes in and mailing out boxes.

∙ Working in a self-managed environment.

∙ Setting up and taking down in store displays.

∙ Using the POS system.

∙ Cleaning store every morning.

∙ Stocking and censoring items that were coming in to the store.

Education

Diploma | 2011 | Williamsfield High School

Pursuing Bachelors of Science | Current | Purdue University Global