Macenzie Duarte

# 16302 Leffingwell RD Whittier, CA 90603

# **E-mail:** **macenzied@hotmail.com**

# **Phone:** 1 - (562) -846-5355

# **OBJECTIVE**

I am seeking an IT Support or Help / Service Desk position while completing my education and gain the overall experience to further my IT career. My career goal is IT Security.

# **EDUCATION**

Arizona State University Online, Information Technology (4.0 GPA, 74 units completed)

Cypress College, Cypress CA - BS Computer Science (60+ units completed)

Dean’s Honor Roll 2017, 2018 (3.2 GPA)

**QUALIFICATIONS / PROFICIENCIES**

▪ Computer Information Systems / Technology

▪ Training in CompTIA A+ and Network+.

▪ C++ OOP, Data Structures in C++, Java, Python, HTML, CSS, JavaScript.

▪ Advanced MS Office Suit, Windows OS; Proficient in Mac OS.

▪ Experienced in Active Directory, SQL, Networking, DHCP, DNS, Router/ Switch, TCP/IP.

▪ Type 55 wpm, highly motivated, customer oriented and flexible.

# **WORK HISTORY**

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**Asset Protection Specialist, Albertsons Vons Pavilions, Fullerton, CA Sept. 2019 –**

**Current**

Answer all incoming calls. Instruct appropriate personal the correct procedures to best resolve their specific problem. Relay all critical incidences to proper authority personal and or document and file report. Operate and monitor the different monitoring and management system.

**Lifeguard / Instructor, City of La Mirada, CA May 2016 – Aug. 2019**

Stand guard on tower or roam decks to provide surveillance and zone coverage to ensure patrons’ safety in the pool and water park. Provide emergency extraction and care. Instruct various swim classes for all ages infants to adults. Awarded “Rising Star” 2018.

**Facility Manager, YMCA, Fullerton, CA Mar. - June 2016**

Supervised 10-20 employees, greeted and checked-in patrons, oversaw entire facility maintenance and security, resolve complaints, ensured programs and classes ran smoothly and maintained the safety of members and staff.

*Additional work history, college course work and references provided upon request*