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Michael‍ Marney-Brusstar

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**Objective**

To obtain an entry level position in a company that fosters growth while also finishing my bachelor’s degree in Information Technology with a minor on web and software development.

**Skills**

Proficient in Microsoft Office Suite

Microsoft PowerShell scripts

Mac OSX and Windows 10 experience

Basic understanding of C, C++, and Python

**Experience**

**Admissions Assistant**

**American College of Healthcare Sciences – 11/17-9/19**

* 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**

**Midori Services – 01/2017-07/2017**

* 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**

**Concentrix – Contract – 10/2016-01/2017**

* 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**

**Arris – Contract – 12/2015-10/2016**

* 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 – 09/2015-01/2016**

* Called existing and new clients to set up appointments.
* Call clients for customer service.
* Sales over the phone.

**Team Lead**

**Teavana – 01/2015-09/2015**

* 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**

**Sephora – 09/2011-09/2014**

* 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 06/2010- 01/2012**

* 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 Bachelor of Science | Current | Purdue University Global