

## MARISSA MACK

Elgin, SC

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### PROFESSIONAL SUMMARY

I'm a U.S. Army veteran, presently a Classroom Support Personnel Technician at the U.S. Army Institute for Religious Leadership with an active secret clearance and a Google Career Certificate in I.T. Support. I'm actively in the process of completing my CompTIA A+ certification with part 1 of 2 completed. While providing time sensitive and professional technical support, I'm proficient in identifying, diagnosing, and resolving tier 1 classroom and student laptop technical issues. Rooted in discipline from my military background, I bring a focused approach to ensure efficiency and precision in problem-solving to best support my customers and classrooms.

### PROFESSIONAL EXPERIENCE

#### **U.S. Army Training and Doctrine Command (TRADOC)**

**FEB 2024 – Present**

#### **U.S. Army Institute for Religious Leadership (USA-IRL) | Fort Jackson, SC**

#### **Classroom Support Personnel Technician, Enterprise Classroom Program - (On-site)**

- Centrally manages and executes the USA-IRL ECP program, from classroom technology requirements, technology property accountability, and sustainment, in support of the approved USA-IRL instructional methodologies
- Supports and monitors 19 USA-IRL ECP classrooms to ensure all AV systems are operational for classroom training
- Identify, troubleshoot, and resolve classroom equipment performance issues and install government provided part replacements within 42 hours of receiving equipment
- Submits classroom support requests for all installed AV equipment (hardware, software, ancillary, and associated items of equipment) within 24 hours to ECP Teir 2 technicians when required
- Maintains 15 classroom-based desktop computers as well as Crestron control systems
- Maintains 300+ Windows student laptops via Active Directory, PXE reimaging, laptop refreshing via the PowerShell CLI, and Remote Desktop installations
- Supports and responds to on-site students experiencing laptop or account technical difficulties for troubleshooting
- Maintains effective communication with USA-IRL's CIO, Classroom Instructors, Network Enterprise Center I.T. Specialists, and ECP representatives/contractors
- Supports shipping and receiving of classroom equipment repair/replacement parts to include documentation of incoming and outgoing materials
- Attends weekly TRADOC Student Account Solution meetings and training sessions to stay up to date on the latest technology improvements and updates

#### **U.S. Army Training and Doctrine Command (TRADOC)**

**AUG 2023 – FEB 2024**

#### **U.S. Army Institute for Religious Leadership (USA-IRL) | Fort Jackson, SC**

#### **Classroom Support Personnel Technician, Enterprise Classroom Program Voluntary Intern - (On-site)**

- Shadowed ECP I.T. Specialist prepare student devices for upcoming classes, giving informational student IMO in briefs, assisting students with Remote Desktop technical difficulties, creation of student TRADOC managed accounts for account accessibility, and troubleshooting AV equipment in classrooms
- Prepared student devices for the upcoming course via PowerShell CLI and PXE reimaging
- Scrubbed IMO in brief slides to make them my own; gave my own IMO in briefs to students
- Troubleshoot student Azure Virtual Desktop accessibility/host server issues
- Assisted in the development of 2 new non-commissioned officer academy classrooms
- Attended/listened to ECP classroom development meetings

#### **The Home Depot | Atlanta, GA (Remote)**

**AUG 2023 – FEB 2024**

#### **Product Support Technician**

- Troubleshoots technical issues via phone and remote support and escalating unresolved issues to tier 2 or cybersecurity
- Documents nature of the technical problems in a timely manner via Home Depot's ticketing system
- Troubleshoot product related inquiries, diagnose issues, and provide appropriate solutions provided by Home Depot's KB's
- Negotiates with vendors to meet system requirements, while maintaining and nurturing relationships with software vendors
- Test fixes before closing tickets to ensure problems have been adequately resolved

(Continued)

**United States Army | Schofield Barracks, HI & Fort Jackson, SC**

**JAN 2018 – JAN 2024**

**Religious Affairs Specialist E-5 | Program Manager**

- Served as the enlisted SME with the unit Chaplain and executed the commanders religious support operations
- Conducted UMT staff assistance visits and organizational inspections of UMT activities, training, facilities, performance, professional development and growth
- Provided staff guidance and training in leadership, military acculturation, mobilization, contingency team building, administration, personnel management, and CTOF procedures
- Maintained section equipment valued at over \$1M ensuring 100% operational readiness
- Planned and managed over 10 marriage retreat events to support over 250 Army families
- Managed and accounted for over \$200K in chapel tithes and offerings
- Conducted over 450 peer counseling sessions to Soldiers in need of emotional support to increase overall mission readiness
- Planned and executed 1,000 baptisms to result in an increase in basic training graduation rates by 20%

**North County Health Services | Oceanside, CA**

**MAY 2017 – JAN 2018**

**Member Access Point Specialist**

- Answered phone calls and documented customer requests, registering patients and verifying data to schedule appointments
- Conducted research and follow-ups after identifying customer issues to ensure adequate problem resolution

**Costco | Vista, CA**

**DEC 2016 – JAN 2017**

**Seasonal Stock Clerk**

- Restocked and organized warehouse merchandise, adjusting, repairing, and assembling products to meet customer satisfaction
- Received, counted, and stored stock items; recorded data and inventory utilizing computer software applications

**LA Fitness | Woodland Hills & Oceanside, CA**

**JUL 2016 – NOV 2016**

**Front Desk Receptionist | Kids Klub Staff Member**

- Greeted and checked in members and guests, providing excellent customer service and addressing inquiries
- Updated member accounts, processed payments, and ensured record accuracy through computer applications
- Supervised children during parent's workouts, prioritizing safety and adhering to organizational policies and procedures

**Target | Northridge, CA**

**JAN 2015 – JUN 2016**

**Retail Cashier**

- Operated cash registers, accepting various payment methods and ensuring transaction accuracy
- Scanned and handled merchandise, ensuring operational efficiency in various store areas during shifts

**CERTIFICATIONS | EDUCATION**

Google Career Certificate I.T. Support | June 20, 2023  
CompTIA A+ Certification | Anticipated Fall 2024  
B.S. I.T. Management | Anticipated Summer 2028

**SOFT SKILLS**

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|--------------------------|----------------------------|---------------------------|
| • Attention to detail    | • Collaboration   Teamwork | • Effective Communication |
| • Problem-Solving        | • Customer Service         | • Personnel Management    |
| • Training   Development | • Time Management          | • English   Spanish       |

**TECHNICAL SKILLS**

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|-------------------------|----------------------------|----------------------------------|
| • Microsoft Office 365  | • Virtualization           | • Active Directory               |
| • Azure Virtual Desktop | • Software Troubleshooting | • Windows                        |
| • PowerShell            | • Hardware Troubleshooting | • Identity and Access Management |