

## MARISSA MACK

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### **PROFESSIONAL SUMMARY**

I'm a U.S. Army veteran and a Home Depot I.T. Help Desk Technician with an active secret clearance and a Google Career Certificate in I.T. Support. I'm proficient in diagnosing and resolving technical issues, providing technical support, and assisting users with computer and software problems. Rooted in discipline from my military background, I bring a detail-oriented approach to ensure efficiency and precision in problem-solving. Looking forward, I aim to advance my technical skills further, explore leadership opportunities, and contribute to the U.S. government's dynamic field of information technology, leveraging my unique combination of military and I.T. expertise.

### **PROFESSIONAL EXPERIENCE**

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

**2023 – Present**

##### **I.T. Help Desk Technician**

- Exemplified exceptional efficiency by resolving almost 250 incident tickets within 60 days, demonstrating a proactive approach, and achieving a 95% resolution rate.
- Successfully managed almost 250 incident response tickets within 60 days, with 20% requiring device replacements, resulting in the replacement of nearly 50 devices to ensure optimal customer satisfaction.
- Resolved nearly 250 tickets in 60 days, escalating 6% of security issues to diverse cybersecurity teams, and highlighting effective communication with a large organization to support the mission.
- Troubleshoot technical issues via phone, tickets, and remote support in a courteous manner both synchronously and asynchronously; escalate unresolved issues to level 2 or cybersecurity.
- Document all pertinent end-user identification information including the nature of the problem.
- Record, track, and document the problem-solving process for each ticket.
- Actively listen and build rapport with end users to elicit problem details, applying conflict resolution skills as needed.
- Apply diagnostic utilities as needed to complete troubleshooting activities.
- Negotiate with vendors to ensure that all system requirements are met in a timely and efficient manner; maintain and nurture relationships with software vendors.
- Document, review, and ensure that all quality and change control standards are met.
- Access software updates, drivers, and knowledge bases as needed to achieve problem resolution.
- Test fixes before closing tickets to ensure problems have been adequately resolved.

#### **United States Army | Various Locations**

**2018 – 2023**

##### **Program Manager | Religious Affairs Specialist**

- Scheduled and held daily project and program status meetings with team members and executive-level management to ensure tasks were completed or in progress with requirements being met on time.
- Supervised a team of 2 in the inspection and upkeep of maintenance and cleanliness of the Unit's Ministry Team's office and deployment equipment valued at over \$1M; ensured 100% operational readiness.
- Planned and managed 5 marriage retreat events to support 100 families; managed, accounted for, and secured over \$200K of chapel funds.
- Conducted 120 peer counseling sessions for personnel in need of emotional support to increase overall mission readiness by 12%; planned and executed 1,000 baptisms to result in an increase in basic training graduation rates by 20%.
- Created and utilized proper documentation to assist with onboarding new team members and DoD contractors; analyzed and documented risk levels utilizing standard operating procedures before initiating a project.

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

**2017 – 2018**

##### **Member Support Specialist**

- Responded to customers' phone calls and documented customer requests; registered patients and verified their data to schedule appointments utilizing company software.
- Transferred calls and sent tasks through the Electronic Health Record to nursing and provider staff; respected and maintained the privacy of the patients and their data to ensure confidentiality.
- Conducted research and follow-ups after identifying customer issues to ensure adequate problem resolution.
- Maintained records such as the daily log sheet to reflect all interactions and scheduled events for each day; ensuring accuracy and proper safeguarding.

(Continued)

Costco | Vista, CA  
Seasonal Stocker

2016 – 2017

- Stocked and straightened merchandise for sale in the warehouse; adjusted, repaired, assembled, and prepared products, supplies, and equipment according to specifications and customer requirements.
- Cleaned and maintained supplies, tools, equipment, and merchandise isles to ensure compliance with safety regulations.
- Received, counted, and stored stock items; recorded data and inventory utilizing computer software applications.

LA Fitness | Woodland Hills & Oceanside, CA  
Front Desk Receptionist | Childcare Member

2016

- Checking in members and guests at the front desk; maintained excellent customer service and answered all questions and concerns.
- Updated members’ account information and accepted payments utilizing various computer applications; ensured the accuracy of records and financial documents.
- Watched customer’s children while they exercised; ensured the safety and well-being of each child and followed all organizational policies and procedures.

Target | Northridge, CA  
Cashier

2015 – 2016

- Implemented effective communication and organizational skills to enhance customer satisfaction; organized and prioritized job-related tasks to improve team responsibilities.
- Handled cash register operations and cash transactions; accepted cash, credit, and debit payments and ensured the accuracy of all transactions.
- Scanned, handled, and moved merchandise efficiently and safely; assisted with duties in other areas of the store to ensure operational efficiency during shifts.

**EDUCATION | CERTIFICATIONS**

Google Career Certificate I.T. Support | June 20, 2023  
CompTIA A+ Certificate | Anticipated Spring 2024  
B.S. Cybersecurity and Information Assurance | Anticipated Summer 2028

**SOFT SKILLS**

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|--------------------------|----------------------------|---------------------------|
| • Servant Leader         | • 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 (VMware)  | • Active Directory               |
| • Remote Desktop (SCCM)   | • Jump Server              | • Windows                        |
| • Network Troubleshooting | • Hardware Troubleshooting | • Identity and Access Management |