

MARISSA MACK

Elgin, SC

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PROFESSIONAL SUMMARY

I'm a U.S. Army Disabled Veteran and IT Support Technician with an active Secret clearance, a CompTIA A+ certification, and a Google Career Certificate in IT Support. I have over two and a half years of hands-on experience in IT operations, hardware support, customer service, network troubleshooting, and working in Active Directory and Entra ID environments. I currently support the U.S. Army Chaplain Center and School, where I provide timely and professional technical support to federal staff and students. I'm skilled at identifying, diagnosing, and resolving a wide range of IT incidents. With a strong foundation in discipline and mission focus from my military background, I bring a detail-oriented and efficient approach to ensuring system reliability and operational support.

PROFESSIONAL EXPERIENCE

IT Support Technician | Yakshna Solutions Inc.

NOV 2024 – Present

U.S. Army Chaplain Center and School | Fort Jackson, SC

- Provide support for Windows-based systems and enterprise software, ensuring system availability and user productivity in a federal environment.
- Manage user accounts and networked devices in Active Directory and/or Entra ID, ensuring policy compliance and device health via Intune.
- Administer and troubleshoot Azure Virtual Desktop access and configurations for end-users.
- Serve as the Microsoft A365 Entitlement Manager, assigning and managing user licenses through Defense Enterprise Provisioning Online to support daily operational requirements.
- Submit and escalate tickets through the Army Enterprise Service Desk (AESD) for resolution of complex software, hardware, and network incidents.
- Perform PXE-based imaging and pre-imaging staging via Delegation Station to prepare compliant systems for deployment onto the Non-classified Internet Protocol Router Network (NIPRnet).
- Maintain and support campus network printers using PrinterLogic with elevated administrative rights.
- Operate daily using privileged administrator (ADM) and delegated enterprise management (DEM) accounts on a secure Privileged Access Workstation (PAW), managing elevated system access and configurations.
- Conduct system maintenance and troubleshooting for IT infrastructure and AV equipment, ensuring steady-state system performance and compliance with DoD standards.
- Authorized member of the U.S. Army Chaplain Center and School's restricted Secret Internet Protocol Router (SIPR) network rooms, containers, and devices enabling SIPR users to perform their top-secret tasks.

IT Administrator | ND3 Inc.

FEB 2024 – NOV 2024

U.S. Army Chaplain Center and School | Fort Jackson, SC

- Supported and monitored 19 enterprise training classrooms, ensuring all audiovisual (AV) and IT systems remained fully operational for instructional delivery.
- Managed and maintained over 300 Windows-based laptops, performing PXE reimaging, PowerShell-based refreshes, Remote Desktop installations, and integration with Active Directory.
- Identified and resolved hardware and software incidents impacting classroom performance, coordinating with vendors for advanced troubleshooting and part replacements.
- Maintained and supported classroom desktop systems, Crestron control units, and other endpoint technologies to ensure equipment readiness and reliability.

- Submitted equipment service tickets and classroom support requests within defined timelines, supporting service level agreement (SLA) compliance and minimizing downtime.
- Provided frontline support for student device, account, and access incidents, escalating unresolved problems to appropriate personnel.
- Collaborated with Army representatives, classroom instructors, Network Enterprise Center (NEC) systems administrators, and vendors to support mission-critical operations and technology delivery.
- Handled shipping, receiving, and documentation of government-furnished equipment in accordance with U.S. Army accountability procedures.
- Participated in regular TRADOC meetings and technical training sessions to remain up to date on security protocols, systems updates, and instructional technology standards.

Product Support Technician | The Home Depot Technology Support Center

AUG 2023 – FEB 2024

- Delivered first-level technical support for enterprise hardware and network systems including switches, access control devices, and wireless platforms in a 24/7 operational call center environment.
- Performed initial incident triage, ticket creation, and escalation procedures following knowledge base articles and service level agreement (SLA) standards, ensuring timely resolution or handoff to Tier 2 and cybersecurity teams.
- Troubleshoot software and hardware incidents using diagnostic utilities and remote tools, providing end-user support via phone and remote session tools.
- Applied patches, software updates, and configuration changes, and tested fixes before closing tickets to ensure full issue resolution.
- Managed documentation and problem tracking using the ServiceNow ticketing system, maintaining detailed records of user incidents and troubleshooting steps.
- Contributed to process improvement by identifying recurring incidents and recommending diagnostic tool enhancements to reduce future escalations.
- Collaborated with engineers, application support, and leadership to align technical solutions with business needs and maintain service reliability.
- Maintained a customer-centric approach, actively listening to end users, building rapport, and communicating clearly during issue resolution.

IT Support Intern

FEB 2023 – AUG 2023

U.S. Army Chaplain Center and School | Fort Jackson, SC

- Assisted IT contractor staff and federal GS IT personnel in supporting both classroom and staff-facing technology systems, gaining hands-on experience with Windows-based devices, audiovisual equipment, and secure government networks.
- Observed and participated in user account creation, provisioning, and device enrollment within Active Directory environments.
- Supported basic system maintenance and troubleshooting for laptops, network printers, and AV equipment under supervision to minimize classroom downtime.
- Shadowed system administrators and learned Tier 2 escalation procedures using the Army Enterprise Service Desk (AESD) ticketing system.
- Conducted classroom tech readiness checks and assisted with resolving access, connectivity, and hardware incidents prior to training events.
- Gained exposure to PXE imaging, Microsoft 365 license assignment processes, and endpoint compliance requirements across DoD-managed systems.
- Developed foundational knowledge of federal IT support operations, cybersecurity protocols, and enterprise asset accountability standards.

**Religious Affairs Specialist, Sergeant E-5 | Program Manager | U.S. Army
Schofield Barracks, HI & Fort Jackson, SC**

JAN 2018 – JAN 2024

- Served as the unit's religious affairs expert, executing religious support operations and maintaining \$1M+ in equipment such as audio-visual, communication systems, military vehicles, and weapons systems

ensuring 100% operational readiness

- Facilitated religious support to over 4000 Soldiers and their families encompassing all faith backgrounds at home station and in deployed environments
- Administered \$200K+ in chapel tithes and offerings, ensuring accurate accounting and compliance with regulations
- Contributed to a 43% increase in unit mission readiness through comprehensive religious support programs, including counseling and spiritual guidance for 1000+ Soldiers

**Member Access Point Specialist | North County Health Services
Oceanside, CA**

MAY 2017 – JAN 2018

- Answered phone calls to register new patients, schedule patient appointments, and documented patient requests in a call center environment
- Conducted research and follow-ups after identifying customer issues to ensure adequate problem resolution

**Seasonal Stock Clerk | Costco
Vista, CA**

DEC 2016 – JAN 2017

- 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

**Front Desk Receptionist | Kids Klub Staff Member | LA Fitness
Woodland Hills & Oceanside, CA**

JUL 2016 – NOV 2016

- 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

**Retail Cashier | Target
Northridge, CA**

JAN 2015 – JUN 2016

- Operated cash registers, accepting various payment methods and ensuring transaction accuracy

CERTIFICATIONS | EDUCATION

CompTIA Security+ Certification | Anticipated Fall 2025

CompTIA A+ Certification | December 09, 2024

Google Career Certificate I.T. Support | June 20, 2023

SOFT SKILLS

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

TECHNICAL SKILLS

- | | | |
|-------------------------|----------------------------|----------------------|
| • Microsoft Office 365 | • Microsoft Intune | • IAM |
| • Azure Virtual Desktop | • Software Troubleshooting | • Microsoft Entra ID |
| • PowerShell | • Hardware Troubleshooting | |
| • Microsoft Azure | • Active Directory | |