

## MARISSA MACK

Elgin, SC

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### PROFESSIONAL SUMMARY

Aspiring I.T. Help Desk/ Technical Support Technician and U.S. Army Soldier with an active Secret Security Clearance offering a Google Course Certificate in Technical Support Fundamentals. Focused on maintaining high levels of accuracy and efficiency, as well as achieving project implementation and I.T. infrastructure goals. Acclimatized to risk, responsibility, problem solving, and operating under pervasive pressure while consistently excelling. Adept at quickly mastering new concepts and has a desire to master the latest technology. Career supported by operational experience, subject matter expertise, and the pursuit of I.T. certifications and education.

- Servant Leader
- Policy Implementation
- Training | Development
- Quality Control | Assurance
- Customer Service
- Administrative Support
- Organization | Communication
- Personnel Management
- Team Collaboration

### EDUCATION | CERTIFICATIONS

Google Course Certificate Technical Support Fundamentals | April 2023

Google Career Certificate I.T. Support | Anticipated August 2023

CompTIA Network + Certificate | Anticipated Fall 2023

CompTIA Security + Certificate | Anticipated Winter 2023-2024

Cybersecurity and Information Assurance | Anticipated Summer 2026

### TECHNICAL SKILLS

**Software:** Microsoft Office 365, PowerShell, Bash, Linux, JavaScript, HTML, CSS, Jira, and GitHub Scrum Boards

**Operating Systems:** Windows, Mac

### PROFESSIONAL EXPERIENCE

**United States Army | Various Locations**

**2018 – Present**

**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 1K baptisms to result in an increase to 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 of operating procedures before initiating a project.

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

**2017 – 2018**

**Member Support Specialist**

- Responded to customer's phone calls and documented customer requests; registered patients and verified their data to schedule appointment utilizing company software.
- Transferred calls and sent tasks through the Electronic Health Record to nursing and provider staff; respected and maintained 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; ensured accuracy and proper safeguarding.

**COSTCO | Vista, CA**

**2016 – 2017**

**Seasonal Stocker**

- 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 to safety regulations.

**(Continued)**

- Received, counted, and stored stock items; recorded data and inventory utilizing computer software applications.

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

**2016**

**Front Desk Receptionist | Childcare Member**

- Checking in members and guests at the front desk; maintained excellent customer service and answered all questions and concerns.
- Updated member's account information and accepted payments utilizing various computer applications; ensured 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**

**2015 – 2016**

**Cashier**

- 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 ensure 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.