

MARISSA MACK

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Portfolio: <https://marissa-mack-it-portfolio.vercel.app>

U.S. Army Sergeant with a Secret Security Clearance and 5 years of project management experience. Proficient at leading teams in dynamic, fast-paced environments that are constantly evolving. A servant leader who excels at solving problems and adding value through discovered opportunities. Experienced at managing personnel, budgeting finances, and prioritizing workloads for projects using agile scrum methods to meet requirements. Skillful at analyzing and reducing risks, while continuously improving processes.

I.T. PORTFOLIO

<https://marissa-mack-it-portfolio.vercel.app>

PROFESSIONAL WORK EXPERIENCE

JANUARY 2018 – PRESENT

RELIGIOUS AFFAIRS SPECIALIST, U.S. ARMY

SCHOFIELD BARRACKS, HAWAII & FORT JACKSON, SOUTH CAROLINA

- Responsible for delegating and inspecting the maintenance and cleanliness of the Unit Ministry Teams' office and deployment equipment totaling over \$1 million in a 3-year period ensuring 100% team and organizational readiness.
- Managed, accounted for, and secured over \$200,000 of chapel funds in a 3-year period.
- Planned and managed 5 marriage retreat events that supported over 100 married families, and 80 children while effectively budgeting \$165,000 over a span of +5 years.
- Conducted over 100, 1-on-1 peer counseling sessions, for Soldiers and Families in need of emotional support to increase the organization's overall mission readiness by 12%.
- Planned and executed over 1,000 individual Army basic trainee baptisms within an 11-month period to increase spiritual readiness and basic training graduation rates by 20%.
- Conducted daily project and or program status meetings with team members and executive-level management to ensure tasks are completed or in progress and requirements are being met on time.
- Analyzed, determined, and documented risk levels using the Army's Standard Operating Procedure risk assessment document before initiating a project.
- Created and or utilized proper documentation to assist with onboarding new team members and DoD contractors.

MAY 2017 – JANUARY 2018

MEMBER SUPPORT SPECIALIST, NORTH COUNTY HEALTH SERVICES

OCEANSIDE, CALIFORNIA

- Respond to customers' phone calls, address inquiries, document customer requests, pre-register, register, verify patient data, and schedule patient appointments using company software.

- As appropriate, transfer calls or send tasks through the Electronic Health Record to nursing and/or provider staff.
- Respect and maintain the privacy and dignity of the patients and their data; always assure patient confidentiality.

JULY 2016 – NOVEMBER 2016

FRONT DESK RECEPTIONIST/ KIDS KLUB STAFF MEMBER, LA FITNESS SIGNATURE WOODLAND HILLS & OCEANSIDE, CALIFORNIA

- Meet and greet, check-in members and guests of LA Fitness Signature Club
- Provide excellent customer service and update member's account information using various computer applications
- Ensure the safety and well-being of each child while parents' exercise

JANUARY 2015 – JUNE 2016

CASHIER, TARGET

NORTHRIDGE, CALIFORNIA

- Accurately handle cash register operations and cash transactions.
- Scan, handle, and move merchandise efficiently and safely, including frequently lifting or moving merchandise up to 15 pounds and occasionally lifting or moving merchandise up to 40 pounds.

EDUCATION HISTORY

AUGUST 2021 - FEBRUARY 2022

APPLICATIONS PROGRAMMING, MIDLANDS TECHNICAL COLLEGE

MARCH 2017

GENERAL STUDIES, MIRACOSTA COLLEGE

AUGUST 2013 - JUNE 2014

GENERAL STUDIES, LOS ANGELES PIERCE COLLEGE

AUGUST 2009 – JUNE 2013

CHATSWORTH HIGH SCHOOL

SKILLS

- Fluent in Spanish (bilingual)
- Public speaking and presenting
- Project Management
- Time management
- Customer centric mindset
- Attention to detail
- Phone Support
- PowerShell, Bash, and Ubuntu (Linux)
- JavaScript, HTML, CSS
- Jira and GitHub Scrum boards
- Microsoft Word, Power Point, Excel, Outlook, Teams
- Network Architecture
- Google IT Support Certificate (in progress)
- Browser Developer Tools