

MARISSA MACK

Elgin, SC

Phone: (818) 263-1081 | Email: marissamackinfotech@gmail.com

LinkedIn: <https://www.linkedin.com/in/marissa-mack-infotech/>

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

PROFESSIONAL SUMMARY

Security-focused Information Technology Specialist and U.S. Army Disabled Veteran with an active DoD Secret clearance and CompTIA Security+ CE certification. Over 2.5 years of hands-on experience supporting secure enterprise IT operations, identity and access management, endpoint security, and compliance activities within Department of Defense environments, backed by more than 8.5 years of total DoD experience. Demonstrated ability to support security controls across identity, endpoint, and network layers while collaborating with system administrators, network engineers, vendors, and security teams to maintain compliant, mission-critical systems.

PROFESSIONAL EXPERIENCE

IT Support Technician | Yakshna Solutions Inc.

NOV 2024 – Present

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

- Support secure operation of Windows-based endpoints and enterprise services within a DoD environment, ensuring adherence to security policies and baseline configurations.
- Manage user identities, access roles, and device objects in Active Directory and Microsoft Entra ID, supporting identity lifecycle and access control enforcement.
- Administer and troubleshoot secure Azure Virtual Desktop (AVD) access, onboarding, and authentication workflows for federal users.
- Serve as Microsoft A365 Entitlement Manager, managing licenses and entitlements through Defense Enterprise Provisioning Online to support secure identity operations.
- Support DISA STIG-aligned compliance efforts by validating endpoint and peripheral eligibility prior to system inclusion and access authorization.
- Assist with endpoint configuration and compliance validation in accordance with DoD security baselines and policy requirements.
- Work with system administrators and network engineers to identify and remediate configuration-related security findings impacting user access and system compliance.
- Perform PXE-based imaging and secure pre-staging to deploy compliant systems onto NIPRnet.
- Operate using privileged administrator (ADM) and delegated enterprise management (DEM) accounts from a Privileged Access Workstation (PAW).
- Volunteered as primary point of contact (POC) for 15 network-connected Xerox multifunction printers, coordinating vendor-led patching and software updates and supporting secure, compliant operation.
- Authorized member of restricted SIPR network rooms and containers supporting secure operations for cleared personnel.

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 AV and IT systems met DoD security and operational standards.
- Managed and maintained over 300 Windows-based laptops, performing PXE reimaging, PowerShell-based refreshes, and Active Directory domain integration.
- Installed and configured Remote Desktop services, ensuring systems complied with organizational network security baselines.

- Identified and resolved hardware and software incidents, coordinating with vendors for advanced troubleshooting and part replacement.
- Troubleshoot and maintained classroom desktop systems and Crestron control units in accordance with DoD enterprise classroom program security requirements.
- Submitted service tickets and support requests within defined SLA timelines to minimize operational downtime.
- Collaborated with Army representatives, Network Enterprise Center (NEC) administrators, instructors, and vendors to support mission-critical training operations.
- Handled shipping, receiving, and documentation of government-furnished equipment in compliance with Army accountability and security procedures.
- Participated in TRADOC meetings and technical training sessions to remain current on security protocols, system updates, and operational requirements.

Product Support Technician | The Home Depot Technology Support Center

AUG 2023 – FEB 2024

- Delivered Tier 1 technical support for enterprise hardware, network devices, and access control systems in a 24/7 call center environment.
- Performed incident triage, ticket creation, and escalation following knowledge base articles and SLA standards.
- Troubleshoot hardware and software incidents using diagnostic utilities and remote support tools.
- Applied patches, software updates, and configuration changes, validating fixes prior to ticket closure.
- Documented incidents and resolutions in ServiceNow, maintaining accurate records for audit and trend analysis.
- Collaborated with engineers, application support teams, and cybersecurity personnel to align issue resolution with security requirements.

IT Support Intern

FEB 2023 – AUG 2023

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

- Assisted contractor staff and GS personnel in supporting classroom and staff-facing IT systems within a federal environment.
- Observed and participated in user account provisioning and device enrollment within Active Directory environments.
- Supported basic endpoint maintenance and troubleshooting for laptops, printers, and AV equipment.
- Shadowed system administrators and learned Tier 2 escalation procedures using AESD.
- Conducted classroom technology readiness checks and resolved access, connectivity, and hardware issues prior to training events.
- Gained exposure to PXE imaging, Microsoft 365 license management, and endpoint compliance requirements.

**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

CERTIFICATIONS | EDUCATION

CompTIA Security+ CE
CompTIA A+
Google Career Certificate I.T. Support

SOFT SKILLS

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

TECHNICAL SKILLS

- | | | |
|---|--|---------------------------------------|
| • Identity & Access Management (IAM) | • Azure Virtual Desktop (AVD) | • Vulnerability Remediation Support |
| • Active Directory & Microsoft Entra ID | • Microsoft Azure | • PowerShell |
| • Microsoft Intune | • Privileged Access Workstations (PAW) | • Hardware & Software Troubleshooting |
| | • Endpoint Compliance & Configuration | |