

Mara Mandernach

Part-time College Student

Grimes, IA 50111

maramandernach@gmail.com

+1 515 360 4765

- Currently working part time help desk/tech support at Dmacc
- Getting my certification in website development
- Need to be able to make \$23 hourly or \$48,571 annually
- Single mom of one boy
- Hours I can work are from 7am-4:30pm

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Tech Support

DMACC - Ankeny, IA

February 2021 to Present

Answer calls regarding dmacc website, reset passwords, and do tickets as well

- Microsoft Azure
- Freshdesk
- Active Directory
- Banner9
- Cisco Jabber

Food Expo

Heavenly Chinese Cuisine Restaurant - West Des Moines, IA

February 2018 to May 2019

I work as a food Expo and a hostess at times. I would clean the kitchen area be there at opening shift, stock the shelves with supplies, fill empty things, mop the floors, set the tables up, closing shift, make sure the food is done well and as the customer ordered, etc.

Associate

Panera Bread - West Des Moines, IA

August 2016 to September 2016

I worked for 8-10 hours each day and weekends,

- Putting together the salads and sandwiches
- Worked in the dinning area as I cleaned, stocked, and brewed
- Closing shift for dining and kitchen

Education

Certificate in Web Development

DMACC - Ankeny, IA

August 2021 to Present

High school diploma

Dallas Center-Grimes Community High School - Grimes, IA

2005 to 2018

Skills

- JavaScript (1 year)
- Adobe Dreamweaver (1 year)
- Adobe Flash
- Web Development
- Help desk (1 year)
- Technical support (1 year)
- SCSS (Less than 1 year)
- Google Docs (4 years)
- Customer support (3 years)
- Active Directory (1 year)
- CSS (1 year)
- HTML5 (1 year)
- Technical Support (1 year)
- Computer literacy
- Computer Skills (4 years)
- Microsoft Office (5 years)
- Wordpress (1 year)

Links

<http://maram.maramandernach.net>

<http://maramandernach.net>

<http://maramandernach.wordpress.com>

<https://www.facebook.com/mara.mandernach.7>

Certifications and Licenses

Mental Health First Aid

September 2018 to Present

What is Mental Health First Aid?

Mental Health First Aid is the initial help given to a person showing signs or symptoms of mental illness or in a mental health crisis.

Mental Health First Aid is provided until appropriate professional help or other support can be engaged.

What will you learn?

- How to support an individual experiencing or developing a mental health concern
- How to support an individual in both crisis and non-crisis situations
- The potential warning signs and risk factors for depression, suicide, anxiety disorders, disorders in which psychosis may occur, and substance use disorders
- A 5-step action plan to help an individual in crisis connect to appropriate professional care
- Resources available to help someone with a mental health concern

Driver's License

Web Developer

August 2021 to Present

Includes:

HTML 5

CSS3 (Advanced)

JavaScript

Web Design

Photoshop

Additional Information

- I have a son who was born in June of 2021, and I am a single mother.
- I am planning on taking classes either in C#, PHP, or Java after I receive my certification in Web Dev in the spring semester of 2022.