**Marissa Lanza**

Clinton, MA 01510 • (978) 227-2310 • Marissa.lanza@snhu.edu • <https://www.linkedin.com/in/marissa-lanza-14219a227/> <https://github.com/LiXiu37YaHua> https://app.joinhandshake.com/stu/users/35628665

**SUMMARY**

IT Specialist: Driving Peak Performance, Resolving Challenges, and Enhancing Efficiency.

Accomplished Technical Support Specialist with a robust software engineering background, excelling in resolving hardware and software issues while consistently ensuring high customer satisfaction.

Qualified in Adobe Creative Suite, Office 365, C++, Java, Python, and JavaScript. Notable achievements include seamlessly integrating popular games (e.g., Pokémon Red, Aladdin) into a TI-84 Plus CE calculator.

Verified in success in support roles at Clinton Elementary School and collaborative software engineering efforts at Southern New Hampshire University.

**EDUCATION**

**Bachelor of Science in Software Engineering**  Anticipated Graduation- May 2026

Southern New Hampshire University, GPA>3.59

**Associate of Science in Graphic Design**

Mount Wachusett Community College

**KEY SKILLS**

* Python
* C++
* Java
* HTML+CSS
* Adobe Suite
* Microsoft Office 365 Suite
* Technical Support
* Knowledge of POS System
* Version Control
* Collaboration & Conflict Resolution
* Technical Support
* Knowledge of POS System
* GitHub
* Data Mining & Modeling
* Knowledge of POS System
* Data Analytics

**PROFESSIONAL EXPERIENCE**

**Software Development Student**  November-2021-5-May-2026

Southern New Hampshire University

* Highly motivated Software Engineer student with a strong foundation in programming and technical skills.
* Navigated various projects and achieved notable successes in coding and problem-solving.
* C++, Java, Python| HTML | CSS| JavaScript | GitHub | Visual Studio Code
* Led a team of peers in developing a dynamic web application using Python and Flask, securing first place in a university hackathon.
* Exceeded project expectations by integrating complex features into software applications, improving user experience and functionality.
* Improved team efficiency by employing Git for version control, enhancing collaboration and code management.
* Increased website performance by optimizing JavaScript code, resulting in a 30% decrease in page load time.
* Presided the design and creation of a C++ business card using Eclipse, showcasing technical expertise and creativity.
* Collaborated with project teams to develop and test software applications.
* Enforced code enhancements and debugged issues to improve system functionality.

**Data and Graphic Design Assistant** January-2021-September-2022Legacy Publishing & Group

* Accurate data entry and maintenance in databases, spreadsheets, and management systems.
* Confirm data analysis and generate reports for decision-making.
* Validate and verify data for accuracy and integrity.
* Collaborate for enhanced data quality.
* Contribution to design team in creating attractive graphics and layouts.
* Use Adobe Creative Suite for image editing and visual content.
* Maintain design consistency per brand guidelines.

**Technical Support Analysis** August-2019-June-2020

Clinton Elementary School

* Governed computer systems, networks, and infrastructure for peak performance and reliability.
* Surpassed rapid hardware and software issue resolution, enhancing productivity.
* Moderated software installation and updates, boosting performance.
* Reinforced and patched networks for enhanced security.
* Emboldened in audiovisual setup, elevating educational quality.

**Front Desk Receptionist/ Rehab Aid** January-2015-June-2018

Excel Physical Therapy & Associates

* Assist therapists in preparing treatment areas and equipment for patient sessions.
* Support patients during exercises and routines as directed by therapists.
* Maintain cleanliness and organization of the rehab facility and treatment rooms.
* Ensure patient records are accurately documented and filed securely.
* Schedule patient appointments and manage the appointment calendar.
* Answer phone calls and address inquiries or direct calls appropriately.
* Handle patient registration, insurance verification, and billing tasks.
* Perform administrative tasks such as filing, data entry, and document organization.
* Collaborate with healthcare professionals to ensure smooth clinic operations.

**Front Desk Receptionist/ Licensed Dental Assistant** September-2016-September-2018

Sudbury Dental Smiles

* Greeted patients and visitors warmly, creating a positive impression.
* Led efficient appointment scheduling, optimizing patient flow.
* Outpaced registration accuracy, maintaining data integrity.
* Improved call handling, providing information and routing calls effectively.
* Fortified well-equipped treatment rooms.
* Expanded chairside assistance, prioritizing patient comfort.
* Followed strict sterilization protocols for instruments.
* Proficiently accomplished dental x-rays.
* Collaborated with the dental team for efficient patient flow.

**Barista/Cashier** January-2016-March-2017Café 641

* Efficiently took and processed customer orders, ensuring accuracy and timely service.
* Prepared a wide variety of beverages and food items, consistently meeting quality standards and customer preferences.
* Managed cash transactions and operated the point-of-sale system accurately, maintaining financial accuracy.
* Skillfully operated espresso machines and other equipment, resulting in consistently well-crafted beverages.
* Anticipated customer needs and proactively offered menu recommendations, enhancing their overall satisfaction.
* Maintained a clean and organized workspace, contributing to a hygienic and inviting environment for customers.

**Barista/Cashier** July-2015-May-2016Similan Thai

* Effectively managed guest reservations, optimizing table turnover and accommodating special requests.
* Provided attentive and personalized service, enhancing the overall dining experience for each guest.
* Expanded menu recommendations and answered guest inquiries, showcasing extensive knowledge of menu offerings.
* Inspired and motivated the kitchen and bar staff to ensure prompt order delivery, effectively minimizing wait times for guests.
* Systemized in maintaining a clean and organized dining area, contributing to a pleasant and comfortable environment.
* Efficiently managed guest payments and processed transactions, ensuring accuracy and efficiency.
* Pioneered guest flow during busy periods, optimizing seating arrangements and minimizing wait times.
* Addressed guest concerns and resolved issues promptly, ensuring guest satisfaction and loyalty.

**PROFESSIONAL ASSOCIATIONS & ACHIEVEMENTS**

* National Society of Leadership (NSL)
* Sigma Alpha PI
* Honor Roll at Southern New Hampshire University (SNHU)
* Retain a GPA of 3.59 at Southern New Hampshire University (SNHU)