MARISSA LANZA, BS

Junior Software Developer | Service-Oriented Professional

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**PROFESSIONAL SUMMARY**

As a dedicated junior software engineer, I prioritize innovation and cutting-edge solutions while emphasizing compassion and dedication in serving others. Leveraging an artistic and visionary approach, I contribute to community development initiatives as an engaged member of the NSLS club. Additionally, my academic achievements, including membership in honor societies and Dean's List recognition, underscore my unwavering commitment to excellence and success in the field.

**SNHU ACADEMIC HIGHLIGHTS**

Led dynamic website design using Java (Eclipse) to prioritize enhanced user experience.Demonstrated advanced C++ proficiency by leading the design of a Binary Search Tree application in Visual Studio.Spearheaded the development of "Draw It or Lose It" multi-platform prototype, emphasizing client-server architecture.Recognized for coding practices, emphasizing attention to detail and quality commitment.

**Technical Proficiencies:**

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| * Eclipse | * Microsoft Azure | * Python |
| * Visual Studios | * Jupyter Notebook | * C/C#: C++ |
| * PyCharm | * JetBrains | * Java/JavaScript |

**PROFESSIONAL EXPERIENCE**

**Technical Solutions Specialist** |Jan 2023-March 2023 **Russell Cellular**, Clinton, MA

*Experienced Sales Professional with a proven track record of achieving remarkable productivity gains and spearheading initiatives resulting in significant sales increases, achieving a 70% productivity gain and a 16% increase in sales*.

* Achieved a remarkable 90% increase in productivity, leading to the team ranking as number one in the district.
* Spearheaded initiatives that resulted in a 50% increase in sales, selling an average of 3 phones per day.
* Negotiated and secured a 5% commission increase for Apple products and a 10% commission increase for Android products.
* Processed customer orders with precision, resulting in a significant 50% increase in client retention.
* Managed substantial volumes of information with meticulous attention to detail and a steadfast commitment to accuracy.

**Logistics Coordinator/ Executive Support Specialist** |Jan 2021- September 2022 **Legacy Publishing Group** - Clinton, MA

*Spearheaded initiatives resulting in a remarkable 50% increase in sales within the first year, led the development of advanced database management systems improving operational efficiency by 30%, processed orders with precision, boosting client retention by 50%, and ensured high levels of customer satisfaction.*

* Spearheaded initiatives that led to a remarkable 50% increase in sales within the first year of tenure.
* Recognized as a top performer in the sales team for consistently exceeding targets and driving revenue growth.
* Led the development of advanced database management systems, resulting in a 30% improvement in operational efficiency.
* Processed orders with precision, boosting client retention by 50% and ensuring high levels of customer satisfaction.

**Technical Support Analyst** |August 2019 to June 2020 **Clinton Elementary School** - Clinton, MA

*Provided technical support to Clinton Elementary School, managing hardware, software, and network issues for over 200 staff and students. Maintained 99% uptime for 300 devices, achieved an 80% first-call resolution rate, and integrated classroom technology seamlessly.*

* Provide technical assistance and support to over 200 staff and students at an elementary school, addressing an average of 20 hardware, software, and network-related issues daily.
* Install, configure, and maintain computer systems, peripherals, and software applications used in educational settings, managing a fleet of 300 devices, and maintaining a 99% uptime rate.
* Troubleshoot and resolve hardware and software problems, achieving an 80% first-call resolution rate and reducing downtime by 30% compared to the previous year.
* Assist in the setup and maintenance of classroom technology, including 50 interactive displays and audiovisual equipment, ensuring seamless integration with educational curriculum.
* Manage user accounts, permissions, and access rights for network resources and educational software applications, overseeing 500 user accounts with a focus on data security and compliance.

**Dental Care Coordinator** |September 2016-September 2019 **Sudbury Dental Smiles** - Sudbury, MA

*Achieved certification in X-ray technology and Licensed Dental Assistant credentials from Boston University. Proficient in performing various dental procedures, ensuring patient satisfaction, and streamlining administrative tasks for improved operations and patient care.*

* Successfully obtained certification in X-ray technology and Licensed Dental Assistant credentials from Boston University, Henry M. Goldman School of Dental Medicine.
* Performed amalgam and composite restoration procedures, utilizing DENTRIX for reception and scheduling, contributing to a streamlined patient management system.
* Assisted in over 100 dental procedures monthly, encompassing various treatments such as fillings, root canals, extractions, crowns, and dentures. Additionally, provided personalized orthodontic care, maintaining high care standards, and achieving an impressive patient satisfaction rating of 95%.
* Collaborated with the dental team to efficiently deliver high-quality patient care, leading to a 30% improvement in patient wait times.
* Achieved a 90% compliance rate with post-treatment care guidelines by effectively communicating post-procedure instructions to patients. Additionally, reduced billing errors by 15% through meticulous record-keeping while performing various administrative tasks related to scheduling, billing, and dental insurance.

**EDUCATION**

**Southern New Hampshire University (SNHU)**  
Bachelor's Degree in Computer Science  
Concentration: Software Engineering - Mobile Application Development  
Anticipated Graduation: May 2026

**Mount Wachusett Community College (MWCC)**Associate's Degree in Computer Science  
Concentration: Print Graphic Design/Multimedia