**Marissa Lanza**

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**SUMMARY**

As an accomplished software engineer proficient in Adobe Creative Suite, Office 365, C++, Java, Python, and JavaScript, I consistently provide exceptional technical support, prioritizing customer satisfaction. With a customer service-oriented approach and strong problem-solving skills, I showcase expertise in delivering top-notch assistance. Driven by ambition, resilience, and a passion for helping others, including my family, I strive for excellence, consistently achieving high levels of customer satisfaction.

**EDUCATION**

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

Southern New Hampshire University, GPA>3.59

**Associate of Science in Graphic Design**  May 2009

Mount Wachusett Community College

**KEY SKILLS**

* Python
* C++
* Java
* HTML+CSS
* Adobe Suite
* Microsoft Office 365 Suite
* Ticketing Systems
* Knowledge of POS System
* Version Control
* iOS/Android
* TCP/IP, DNS, DHCP
* macOS/Linux
* GitHub
* Data Mining & Modeling
* Knowledge of POS System
* Data Analytics
* C#/Xcode/Swift
* Objective-C/PowerShell

**PROFESSIONAL EXPERIENCE**

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

Southern New Hampshire University

* Proficient in programming languages: C++, Java, Python, HTML, CSS, JavaScript, C#, Swift, and Objective-C
* Experienced in IDEs including Visual Studio, Eclipse, and PyCharm.
* Skilled in statistical analysis, algorithm design, and mathematical modeling.
* Developed an impressive digital portfolio on GitHub, incorporating hyperlinks and PDFs in Microsoft Word to showcase work in a clear and professional manner.
* Successfully integrated popular games such as Pokémon Red, Aladdin, Kirby's Adventure Land, and Mario - originally designed for the Gameboy device - into my TI-84 Plus CE calculator.
* Apply strong critical thinking and problem-solving abilities to evaluate options and make sound decisions, demonstrating exceptional analytical skills.
* View my digital portfolio: <https://github.com/LiXiu37YaHua>
* Acquiring knowledge and skills in various areas of software development, including building libraries, implementing vector sorting and binary trees, proficiently debugging code, and using the terminal, and demonstrating a strong understanding of variables and conditional statements for efficient program flow.

**Server & Hostess** February-2016-September-2016

Similan Thai

* Greet and welcome guests in a warm and friendly manner.
* Provide recommendations on food and beverage choices, considering guests' preferences and dietary restrictions.
* Take accurate orders from guests and ensure their timely delivery to the kitchen.
* Serve food and beverages to guests, ensuring accuracy and proper presentation.
* Prepare bills and process payments accurately using the POS (Point of Sale) system.
* Maintain a clean and organized dining area, including setting and resetting tables as needed.
* Collaborate with other staff members to ensure smooth and efficient service.
* Upsell menu items and promote special offers or promotions to enhance guest experience.
* Adhere to all health and safety regulations, including proper food handling and sanitation practices.
* Assist with opening and closing duties, such as restocking supplies and cleaning the restaurant.
* Excellent interpersonal and communication skills.
* Knowledge of Thai cuisine and familiarity with menu items is a plus.
* Ability to work in a fast-paced environment and handle multiple tasks simultaneously.

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

Clinton Elementary School

* Provide technical support to students, teachers, and staff on computer hardware, software, and network-related issues and attention to detail.
* Exceptional organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
* Professional and friendly demeanor with excellent interpersonal skills.
* Collaborate with teachers and staff to integrate technology into the curriculum effectively.
* Proficiency in troubleshooting Windows and Mac operating systems.
* Knowledge of educational software applications commonly used in elementary schools.
* Diagnose and resolve hardware and software problems, including identifying root causes and solutions.
* Familiarity with networking principles and protocols (TCP/IP, DNS, DHCP).
* Excellent communication and interpersonal skills, with the ability to explain technical concepts to non-technical users.
* Strong problem-solving and analytical abilities to diagnose and resolve complex technical issues.
* Ability to work independently and prioritize tasks effectively in a fast-paced environment.

**Hostess/Barista** August-2019-June-2020

Café 641

* Greet guests as they arrive at the restaurant with a friendly and welcoming demeanor.
* Manage the seating chart efficiently, ensuring proper rotation of tables and accommodating guest preferences.
* Provide accurate wait times to guests and communicate any delays or special instructions.
* Escort guests to their assigned tables and present menus.
* Assist guests with seating arrangements for large groups or special occasions.
* Maintain a clean and organized hostess/host station and entrance area.
* Prepare and serve a variety of coffee and tea beverages, following established recipes and quality standards.
* Ensure the freshness and quality of coffee beans by grinding them on demand.
* Use espresso machines, coffee makers, and other equipment proficiently to brew coffee and prepare beverages.
* Take and process customer orders accurately and efficiently, while providing excellent customer service.
* Create latte art and present beverages in an aesthetically pleasing manner.
* Maintain cleanliness and organization of the coffee bar, including equipment, utensils, and work areas.
* Handle cash transactions and operate the cash register accurately.
* Keep track of inventory and notify the supervisor when supplies need to be replenished.
* Collaborate with team members to ensure a smooth and efficient workflow.
* Knowledge and passion for coffee, including different brewing methods, latte art, and flavor profiles.
* Excellent customer service and communication skills.

**PROFESSIONAL ASSOCIATIONS & ACHIEVEMENTS**

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