Malik Mertus

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EDUCATION

B.S. Computer Science – Western Governor's University, Expected graduation: September 2025
A.S. Computer Information Systems - Atlanta Metropolitan State College
Honors & Awards - PepsiCo Uplift Scholarship, Dean's list

Skills

Ticketing Systems: Cherwell & JIRA

Tech support experience in POS troubleshooting
Network Troubleshooting (LAN)
Remote Desktop support with RDP, Splashtop
Certifications: Linux essentials, CompTIA A+, Google IT Support, PSM 1

Version Control – Git

Databases – MySQL

Programming Languages - Java, C++, Javascript, HTML, CSS

MS Office Suite - Teams, Word, PowerPoint, Excel

Fluent in Spanish

Work Experience

Help Desk Administrator

Highland Mortgage (Atlanta, Ga) July 2025- current

- Utilized Cloud technologies including Azure AD to manage user accounts, licenses, and security groups
- Collaborated on a 4-person IT team supporting 350+ end users to provide technical support for 350+ end users, delivering solutions across hardware, software, printers, and networking issues

Tools used: MS Office Suite, Splashtop, MeridianLink LOS, Azure AD(Entra ID), Adobe Admin Console

IT Specialist

Ocado Technology (Dunwoody, Ga) Feb 2024 – April 2025

- Worked in a small team to maintain daily uptime of 99% at all 9 fulfillment centers
- Monitored and troubleshooted the operation of robot movers as well as on grid robotic pick stations
- Utilized Jira ticketing to schedule maintenance of robot movers and pick stations

Tools used: SSH, Slack, Hive Manager, RMS

Helpdesk Technician 1/Tech analyst

Cricket Wireless (Remote) August 2022 – April 2023

- Worked on a team of ~40 analysts to provide Tier 1 and some Tier 2 technical support for retail store advocates across 4,500 Cricket Wireless stores.
- Maintained an 80% First Call Resolution percentage by using RDP for remote access, 7-step Troubleshooting process and Customer service to properly diagnose on-call incidents.

Tools used: MS Teams, RDP, Cherwell, MS OneNote, Excel