

# Malik Mertus

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## EDUCATION

**B.S. Computer Science** – Western Governor's University, 2025

**A.S. Computer Information Systems** - Atlanta Metropolitan State College, 2023

## Skills

Certifications: Linux Essentials, CompTIA A+, Google IT Support, PSM 1

Programming Languages: Python, Java, JavaScript, HTML & CSS

Frameworks: Java Spring Boot, React, Angular, Flask

Databases & tools: MySQL, Git, Azure AD, REST API, AWS EC2

Other: CodePath Technical Interview Program (2025), Fluent in Spanish

## Projects

### [RAMP \(Risk Aware Market Predictor\)](#) | React, Python (Flask), SQLite, AWS EC2

- Deployed production application on AWS EC2 with nginx, SSL encryption, and automated systemd services; live at <https://ramp.malikmertus.com>
- Adapted Random Forest ML model to economic data, achieving 75% accuracy in volatility prediction across 96 S&P 500 stocks integrating economic indicator APIs

### [Tendir: Tinder for Contract Matching](#) | Vue.js, TypeScript, Node.js | [Devpost](#)

#### Winner - Best Fintech Hack

- Developed swipe-based web application connecting government contract workers with tender opportunities using location-based filtering and tagging system
- Built in 48-hour team competition, processing JSON tender data from OpenTender API to create accessible matching interface for EU government contracts

### [Package Routing System \(WGUPS\)](#) | Python, Data Structures and Algorithms

- CLI application routing 40 packages using greedy algorithm and custom hash table, achieving 100% on-time delivery within truck capacity constraints

## Work Experience

### Help Desk Administrator

Highland Mortgage (Atlanta, Ga) July 2025- current

- Administered Azure AD (Entra ID) for 350+ end users, reducing account provisioning time by 20% through automated workflows
- Collaborated with 4-person IT team to resolve 20+ daily support tickets across hardware, software, and networking infrastructure, maintaining 95% user satisfaction

### IT Specialist

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

- Maintained daily uptime of 99% at all 9 fulfillment centers by monitoring and troubleshooting robotic pick stations as well as bots

### Helpdesk Technician 1/Tech analyst

Cricket Wireless (Remote) August 2022 – April 2023

- Provided tier 1/2 technical support for 4,500+ retail locations as part of 40-person remote support team and maintained an 80% First Call Resolution