

# MALIK MERTUS

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## IT SPECIALIST

Detail-oriented and bilingual IT Specialist with hands-on experience in systems support, LAN/POS troubleshooting, and robotic automation in high-demand environments. Proven ability to maintain 99% uptime across multiple fulfillment centers, deliver Tier 1 and 2 helpdesk support, and resolve technical issues. Adept at collaborating across teams and solving complex technical problems with speed, precision, and professionalism.

## TECHNICAL SKILLS

- Cherwell and JIRA Ticketing Systems
- LAN and POS Troubleshooting
- Certifications: Linux essentials, CompTIA A+
- Version Control: Git
- Databases: MySQL
- Programming Languages and Utilities: Java, C++, Chrome Devtools, HTML, CSS
- MS Office Suite: Teams, Word, PowerPoint, Excel
- Fluent in Spanish

## PROFESSIONAL EXPERIENCE

**Ocado Technology**, Dunwoody, GA

**February 2024 - Current**

### IT Specialist

Partnered with 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.

**DHL**, College Park, GA

**April 2023 - January 2024**

### Forklift Operator

Utilized industry equipment to receive, locate, company inventory for customer orders, receiving company inventory using inventory equipment.

- Worked on a team of 10 individuals to receive inventory for a warehouse that ships an average of 10,000 packages per day.

**Cricket Wireless**, Remote

**August 2022 - April 2023**

### Helpdesk Technician 1/Tech analyst

Partnered 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.

## EDUCATION

**Bachelor of Science (B.S.), Computer Science**, Expected Graduation: Summer 2025  
Western Governor's University

**Associate of Science (A.S.), Computer Information Systems**  
Atlanta Metropolitan State College

## HONORS AND AWARDS

PepsiCo Uplift Scholarship, Dean's List