***Marilyn Stephens***

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*A highly motivated and detail-oriented professional seeking a challenging role in tech support. With a CompTIA A+ certification and Security+ certification, I am ready to utilize my strong communication and interpersonal skills, as well as my passion for technology, to excel in the technical field. I am a seasoned sales professional seeking to make a transition into the exciting world of Information Technology with a particular focus on security or troubleshooting networks. As a self-taught enthusiast, I have also familiarized myself with tools such as virtual machines, active directory and Linux to enhance my learning curve.*

***Computer System Analyst, Bering Sea Environmental LLC, Newport News Virginia***

*September 2023 to Present*

*Operates and maintains the JDS/PCDS/ICADS equipment. Performs and documents preventative or corrective maintenance tasks on equipment. Performs and documents organizational and intermediate level maintenance as required. Performs software backups and mission recordings. Assists mission coordinator/RTOs and performs MLU operator functions when required. Receives pre-mission data for from participating squadron and inputs into MLU prior to scheduled mission.*

***Owner, Virginia Natural Cleaning Solutions Hampton, Virginia***

*August 2016 to Present*

*As the sole proprietor of Virginia Natural Cleaning Solutions, priorities include but not limited to marketing and outsourcing for the growth of the company. Providing customer quotes, and accurately keeping track of inventory and bookkeeping. Virginia Natural Cleaning Solutions also is a SWAM approved vendor with various contracts with HUD specializing in inspections. Virginia Natural Cleaning Solutions started as an idea with one or two customers and grew to a full stabilized company with apartment cleaning contracts in Newport News Virginia in an 18-month period.*

***Lead Leasing Consultant, SL Nusbaum Newport News, Virginia***

***November 2017 to February 2022***

*Coordinate and schedule lease applications and lease signings and adhere to compliance requirements. Organization and execute new lease agreements and coordinate move- in processes. Respond to queries/ leads and conduct property inspections. Achievements include raising occupancy from 87% to 96% in a 2-month period which led to a promotion from Leasing Consultant to Lead Leasing Consultant*

***Leasing Consultant, Seminole Trail Management Newport News, Virginia***

***September 2013 to August 2016***

*Responsible for all aspects of the leasing office including but not limited to managing lease paperwork, ensuring all money is correctly put in the system, handling all customer request and issues. Duties include running credit reports and background checks, posting late payments and handling the eviction process.*

***Other experience:***

***Technical Support, Spherion, Chesapeake, Virginia***

***January 2009 to September 2009***

*Support customers with basic technical support on all Panasonic products including set up and troubleshooting hardware and software issues. Escalate support help desk tickets to Level 2. Specialist in de-escalation of customer responses by providing clear and concise instructions and customer service. Exhibits patients and empathy to customers during incidents of repeated issues.*

***Technical Support, Teletech, Hampton, Virginia***

***March 2006 to December 2006***

*Resolved 50 to 60 incoming calls a day related to Nextel and Sprint mobile devices. Assisted in the merger of all Nextel accounts to Sprint accounts. Provided technical trouble shooting on devices with network issues as well as any other technical issues such as device resets, software patching and service disruptions.*

***Education/Certifications***

*Hampton, Virginia Public Schools*

*Community College Workforce Alliance Richmond, Virginia*

*CompTIA Security+ Certification 2023*

*CompTIA A+ Certified November 2022*

***\*\*Active Security Clearance\*\****