

# MARISA CHARLIER

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## *IT Support Professional*

*Skilled and passionate Technical Support Technician that maintains a wide-ranging IT skill set, including break/fix, hardware and software support, network security, virtualization, mobile OS support, troubleshooting, and more. Excelled within an experiential and project-based IT training program, and earned industry-aligned certifications. Recognized as a top-performing technician trainee who dedicated 25+ hours of extra study time after class each week.*

### TECHNOLOGY SUPPORT SKILL SET

- |                                    |                     |                          |
|------------------------------------|---------------------|--------------------------|
| ▪ OS installs/repair/admin         | ▪ Wordpress         | ▪ Troubleshooting theory |
| ▪ Command line tools               | ▪ Mobile OS support | ▪ Project Management     |
| ▪ Virtualization & cloud computing | ▪ Network security  | ▪ Coding fundamentals    |
|                                    | ▪ User management   |                          |

### TRAINING, EDUCATION, AND PROFESSIONAL DEVELOPMENT

*JobWorks Education & Training Systems – Fort Wayne, IN* 2020

#### **TechWorks - Experiential and Project-Based IT Support Training Initiative**

- Excelled within **an intensive 250+ hour training program** that builds relevant and immediately applicable IT support skills through a wide ranging and innovative curriculum
- Received one-on-one mentorship from an **expert IT professional** and tech entrepreneur who has more than 15 years of technology support experience
- **Earned 3 industry-aligned certifications**, including CompTIA IT Fundamentals, CompTIA Cloud Essentials, and IBTA Business Communication
- Immersed in and **acclimated to a results-driven and customer-focused organizational culture**, which includes high performance expectations, rigorous standards, and a team-based approach
- Absorbed a wide ranging and relevant IT support curriculum, including break/fix, hardware installs and repair, OS support & installation, networking, security, mobile devices, virtualization and more
- **Recognized as a top-performing technician** trainee who maintained a near perfect attendance and punctuality record, and passionately dedicated 25+ hours of extra study time after class each week

*Purdue University – West Lafayette, IN* 2012

#### **Bachelor of Science, Organizational Leadership & Supervision Entrepreneurship Certificate**

### HIGHLIGHTED EXPERIENCE

*Express Employment Professionals - Fishers, IN* 2020

#### **Recruiter**

- Screened candidates for available positions by conducting interviews
- Administered employment tests and conducted onboarding paperwork

*Motionwear - Indianapolis, IN* 2017 - 2020

#### **Customer Service**

- Expertly managed up to 100 annual customer requests through the design process, approval, and production
- Maintained 100% compliance on weekly audits while ensuring uniform orders met precise custom specifications
- Assisted customers that were having issues with company website

### OTHER EXPERIENCE

*Bed Bath and Beyond*

**Customer Service Trainer**

2014 - 2017