Markintus Morris

Chattanooga TN | Markintusm10@gmail.com | 423-509-1792 |

LinkedIn: <https://www.linkedin.com/in/markintus-morris-b62681204>

# EDUCATION

## University Of Tennessee Chattanooga Chattanooga, TN

*Engineering Technology Management: Engineering Management | Minor: Computer Science 01 / 2022 (January 2022) - 05 / 2024 (May 2024)*

**Relevant Coursework:**

○ *Business Computing*

○ *Engineering Technology Management*

○ *Product Management & Practice*

○ *Engineering Economics*

○ *Cost Estimation & Analysis*

**Awards/Honors:**

○ Received Hope Scholarship

○ Former education as a Computer Science Software Systems Major ○ Dean's List

## University Of Tennessee Chattanooga Chattanooga, TN

*Computer Science Software Systems*

*08 / 2019 (August 2019) – 12 / 2022 (December 2022)* **Relevant Coursework:**

○ *Data Structures and Program Design*

○ *Fundamentals of Computer Science*

○ *Introduction to Computing*  **Awards/Honors:**

○ Received Hope Scholarship

○ Dean's List

# WORK EXPERIENCE

***Ripple Match***

## Chattanooga, TN

Technical Leadership Development Intern

*Jan 2022 - Present*

* *Selected from a pool of thousands of candidates to work closely with leaders of Ripple Match’s Leadership Team*
* *Leveraged various growth strategies and tools including social media, email marketing, presentations, and peer and faculty member networking to grow the user base and awareness on campus*
* *Strategically assessed growth and performance metrics to improve, change and/or help design new growth strategies*
* *Advised executives on best practices for employee growth and productivity goals, consistently helping companies improve retention.*
* *Analyzed company training methods and adjusted rectify issues, increase efficiency, and exceed training goals.*

***Bellhop***

***Chattanooga TN***

*Customer Service Sales Representative*

*April 2021-August 2021*

* *Customer satisfaction scores are at an all-time high for companies that respond to their customers' needs and expectations in a variety of ways*
* *Cultivated customer loyalty, promoted repeat business, and improved sales.*
* *Promptly responded to inquiries and requests from prospective customers*
* *Evaluated account and service histories to identify trends, using data to mitigate future issues.*

**Arby’s**

**Lewisburg, TN**

*Project Management Team Lead*

*Jun 2015 – May 2018*

# *Strong relationships with customers through positive attitude and attentive response.*

# *Established open and professional relationships with team members to achieve quick resolutions for various issues.*

# *Modeled management and organizational skills and multi-tasked and prioritized in deadline-driven environment.*

# *Implemented new processes to deliver multiple improvements.*

# *Optimized customer support by establishing collaborative service environment.*

# LEADERSHIP EXPERIENCE & ACTIVITIES

## Lambda Chi Alpha Fraternity

*Zeta-Phi member*

*Jan 2021 – Present*

• *My experiences with Lambda Chi Alpha Fraternity educated me a great deal. Things like how to motivate and embolden individuals to live an ascetic lifestyle of innovation, charity, and professionalism. Lambda Chi Alpha anticipates a society in which the ideal person conducts a lifestyle of progressiveness and reverence for almost everyone. A society in which we all assist and strengthen each other as well.*

## Member Of Society For Advanced Management (SAM)

*SAM Collegiate*

• *SAM can help any individual grow as a person professionally, academically, and personally. SAM gets individuals out of their comfort zone, practicing the skills of interpersonal communication and collaboration, and help grow as a business professional.*

# SKILLS & INTERESTS

***Skills*:** *Innovative Problem Solving, Excellent Customer Service, Project Management, Training Program Development, Sales Expertise ,Technical Support, Training development aptitude****,*** *Effective Competitive Analysis Research*

***Computer*:** *Java Programming, Microsoft Office, Data Organization, MS Office, Mac OS X* ***,*** *Data Entry, Data Visualization, Python Programming*

***Languages*:** English

***Interests:*** *Over the years at UT Chattanooga, I've discovered how dedicated I am as an engineering management undergraduate with knowledge of service, tech, delivery and proven multitasking abilities. I am more than committed to maintaining more experience as a technical intern or management related experience opportunity.*