

Kalyssa Merritt

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EDUCATION & PROFESSIONAL CERTIFICATIONS

Associates degree, Veterinary Technician – Kirkwood Community College

May 2022-2025

Fear Free

EXPERIENCE

Veterinary technician Intern | Peterson Pet Hospital | Cedar Rapids, IA

Summer 2024

- Implemented many extensible scripts in PowerShell to automate common IT tasks
- Conducted an internal audit of the company's domain and its related domains using PingCastle
 - Identified and documented security vulnerabilities for company to act on
- Implemented SAML (Security Assertion Markup Language) and SSO configurations to enhance authentication and access control mechanisms on multiple company used applications
- Helped implement MS Intune for mobile device management
 - Helped configure Intune policies to manage mobile devices across the organization securely

Veterinary Assistant | Peterson Pet Hospital | Cedar Rapids, IA

October 2023 - Present

- Provide technical assistance and excellent customer support to faculty, staff, and students at Iowa State University.
- Always adapting to changing technologies and evolving IT needs within the university
- Responsibilities include providing technical support and problem resolution through ServiceNow, collaborating with IT teams, offering training and guidance, ensuring cybersecurity, maintaining documentation, and responding to IT emergencies

Operations Manager | Speedeezz Indoor Karting | Cedar Rapid, IA

March 2021 – July 2023

- Provide technical assistance and excellent customer support to faculty, staff, and students at Iowa State University.
- Always adapting to changing technologies and evolving IT needs within the university
- Responsibilities include providing technical support and problem resolution through ServiceNow, collaborating with IT teams, offering training and guidance, ensuring cybersecurity, maintaining documentation, and responding to IT emergencies

Sales Associate | Kohls | Cedar Rapids, IA

October 2020 – March 2021

- Provide technical assistance and excellent customer support to faculty, staff, and students at Iowa State University.
- Always adapting to changing technologies and evolving IT needs within the university

Responsibilities include providing technical support and problem resolution through ServiceNow, collaborating with IT teams, offering training and guidance, ensuring cybersecurity, maintaining documentation

TECHNICAL SKILLS

Skills

Skills

Skills

Skills

Skill