**Marian Isse**

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**SUMMARY**

Aspiring Software Engineer with experience in HR, IT, and healthcare. Extremely enthusiastic in learning and attempting new challenges. Effective problem solver with strong technical skills and business process knowledge. Able to examine systems for potential dangers using background in technology and customer service. The capacity to employ Linux and web design technologies to guarantee the goals of a company. Passionate about teamwork and advancing a company's goals.

**RELEVANT EXPERIENCE**

**Software Support Analyst | Sovos |** Hopkins, MN 11/2022 - Present

* Offer prompt and effective technical assistance to both internal and external users, addressing production challenges, processes, and procedures. Demonstrate a customer-centric approach by actively identifying and resolving issues to ensure a smooth user experience.
* Troubleshoot effectively, replicate issues and develop workarounds as needed to ensure exceptional customer service. Prioritize customer satisfaction by providing personalized support and exceeding expectations.
* Respond promptly to user inquiries and issues through Salesforce, ensuring timely resolution and minimizing downtime. Effectively communicate technical solutions, outcomes, and updates to internal and external users, corporate development teams, external business partners, and customers. Maintain detailed records of interactions to facilitate future reference and improve support processes.

**Human Resource Intern | Cargill** | Hopkins, MN 0*6/2016 - 06/2017*

* Plan and manage screening, recruitment and selection of executive level roles
* plan and conduct new employee orientation for 55 employees
* identify and manage leadership training and development needs for employees
* Implement and monitor performance management system
* Completed annual review and update of employee rules and regulations in employee handbook

**TECHNICAL SKILLS**

**Tools:** Git, VSCode, HTML, CSS, Responsiveness, Javascript, Debugging, React,

**OS:** Linux, MacOS and Windows

**OTHER EXPERIENCE**

**Program Coordinator | Safe Harbor |** St. Louis Park, MN 12/2020 - 10/2022

* Oversee the day-to-day operation of the Safe Harbor Client program including the implementation of person-centered plans and delivery of support from Home Health Aides.
* Develop client activities and engagement plans to provide a healthy and stimulating environment for clients.
* Support staff management by creating schedules and assisting with payroll.

**Fresh Thyme | Produce Coordinator |** Savage, MN 0*9/2019 - 11/2020*

* Ordered merchandise, performed monthly inventory and trained new associates.
* Through streamlined inventory control processes losses and shrinkage was reduced by 50% to a total of 4%
* Developed innovative merchandising display process to position high interest items for maximum customer exposure
* Responsible for monthly/quarterly year over year sales increases ranging from 25% to 50%

**Certified Nursing Assistant | Towerlight |** Saint Louis Park, MN 07/2017- 08/2019

* Assisted residents with personal care including but not limited to: bathing, shaving, dressing, hair care, feeding, toileting, transfers/lifts.
* Provided health related services as needed
* Performed specified home services as needed
* Observed residents and reports status to appropriate staff

**EDUCATION**

**Hopkins High School -** Minnetonka, MN 2017