# Mary Clark

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## Cybersecurity Support Specialist

Cybersecurity and Customer Service professional with 4+ years of experience providing technical support, troubleshooting, and system setup assistance in remote environments. Skilled in CRM systems, equipment configuration, incident response, and compliance-driven operations. Adept at diagnosing system issues, assisting agents with hardware and software setup, and maintaining high standards of accuracy, empathy, and communication. Currently pursuing a B.S. in Cybersecurity Technology to further develop skills in threat detection, network defense, and security analysis.

## RELEVANT SKILLS & EXPERTISE

* • Tools/Languages: Linux, Windows, SQL, Splunk, WireShark, Python, ChatGPT
* • Security Practices: Information Security, Network Security, Vulnerability Assessment, Log Analysis
* • Technical Support: Equipment Setup, System Troubleshooting, Remote Support, Ticket Escalation
* • CRM Systems: Carenet, Zendesk, Salesforce
* • Strengths: Problem-Solving, Collaboration, Attention to Detail, Calmness Under Pressure, Empathy

## PROFESSIONAL EXPERIENCE

* Customer Support Specialist (Remote) • Carenet Health — Nov 2023 – Present

• Manage 50+ daily client interactions across phone, chat, and email, resolving healthcare, billing, and account issues with accuracy and empathy.  
• Assist agents with new equipment setup and troubleshoot system issues daily to maintain operational efficiency.  
• Document all communications in multiple systems while ensuring HIPAA and data security compliance.  
• Collaborate with internal teams to identify system errors, escalate incidents, and improve resolution times.

* Customer Service Agent – Chat & Email (Remote) • BroadPath — Jan 2020 – Nov 2023

• Handled 60+ daily customer inquiries related to insurance, coverage, and scheduling via chat and email systems.  
• Delivered empathetic, compliant, and clear written communication.  
• Supported new hires with technical onboarding and system navigation, improving team performance.  
• Consistently exceeded quality metrics and response-time KPIs.

* Engineer / Logistics Support • United States National Guard — Jan 2016 – Nov 2023

• Coordinated schedules, logistics, and technical documentation in high-pressure environments.  
• Maintained operational readiness and supported troubleshooting for communication systems.  
• Partnered with cross-functional teams to resolve equipment and network issues in real time.

## EDUCATION, CERTIFICATES, & CERTIFICATIONS

Google Cybersecurity Professional Certificate • Merit America, Virtual — Expected November 2025

• Developed understanding of cybersecurity frameworks, risk identification, and incident response.  
• Completed projects in Linux, SQL, Python, and network protocol analysis using SIEM and IDS tools.

High School Diploma — Rosa Fort High School, Tunica, MS — 2016