Michael Marzook
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https://michaelmarzook.com/index.html

EDUCATION

San Diego State University, Fowler College of Business, *San Diego, California:*
Expected Graduation Date: 5/2025
<u>Major</u>: *Information Systems,* Bachelor of Science in Business Administration
- **Relevant Coursework:** Intro to Python, Networks and Data Communications, Information Systems Analysis and Design, Object Oriented Programming, Data Management Systems

Grossmont Community College, *San Diego, California:* 6/2023 Associate of Science: Business Administration/Economics for Transfer

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PROFESSIONAL EXPERIENCE

IT Internal Audit Intern

Midland Credit Management, *San Diego, CA -* 05/2024-2/2025
- Conducted IT controls testing to ensure SOX compliance, including Tests of Design (TOD) and Operating Effectiveness.
- Assisted with Quarterly Certification of internal controls, ensuring data integrity and accuracy.
- Extracted and analyzed data to identify trends, risks, and opportunities for process improvement.

IT Student Assistant

IT Department for College of Professional Studies & Fine Arts, *San Diego State University, San Diego, CA -* 10/2023 – 5/2024
- Administered 200+ Mac computers and 30 iPads using Jamf Pro, ensuring system stability.
- Managed 25+ Windows computers via Autopilot and Endpoint Manager/Intune.
- Provided desktop support via ServiceNow, resolving technical issues and improving user satisfaction.

PROJECTS

Portfolio Website – https://michaelmarzook.com/index.html

Developed a personal portfolio website to showcase my projects and skills, using HTML, CSS, JavaScript, and GitHub Pages for deployment. The site highlights my experience in IT, database management, and business process redesign while ensuring a professional and responsive user experience.

Business Process Redesign – KI Speed: Customer Management Process
Implemented a digital queuing system, improving customer satisfaction by 140% and reducing refunds.
Delivered a 140% ROI by streamlining CRM operations and providing real-time wait times.

Database Development Project -Designed a relational database using SQL Server, creating a normalized schema with seven interconnected tables. Executed SQL queries for data insertion, aggregation, and reporting, including customer spending analysis.

SKILLS
- **Technical**: *SQL, Python, Excel (advanced), Tableau, Jamf Pro, Windows Administration, HTML, CSS, Java Script*
- **Data Analysis**: *Data extraction, merging datasets, trend analysis, reporting, data integrity*