

Michael Marzook

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EDUCATION

San Diego State University, Fowler College of Business

08/2023 - 05/2025

Bachelor of Science in Business Administration, Management Information Systems

- **Relevant Coursework:** Intro to Python, Networks and Data Communications, Information Systems Analysis and Design, Object-Oriented Programming, Data Management Systems
- **Technical Skills:** SQL, Python, HTML, JavaScript, CSS, SQL Server Database, Excel, Jamf Pro, Windows Administration (Autopilot, Endpoint Manager/Intune), ServiceNow, Adobe Acrobat

Grossmont Community College

08/2020 - 06/2023

Associate of Science: Business Administration/Economics for Transfer

PROFESSIONAL EXPERIENCE

IT Internal Audit Intern

05/2024 – 02/2025

Midland Credit Management, San Diego, CA

- Executed IT controls testing, including Tests of Design (TOD) and Operating Effectiveness, ensuring compliance with Sarbanes-Oxley Act (SOX) standards using AuditBoard.
- Assist Senior Internal Auditors with Quarterly Certification of internal controls and remediation of deficiencies.
- Conduct Financial, Operational, and Compliance Audits using the International Professional Practices Framework.
- Utilize SQL and Excel for data analysis and reporting, ensuring accuracy and actionable insights.

IT Student Assistant

10/2023 – 05/2024

San Diego State University, College of Professional Studies & Fine Arts, San Diego, CA

- Managed 200+ Mac computers and 30 iPads using Jamf Pro, ensuring seamless functionality for faculty and students.
 - Oversaw 25+ Windows computers via Autopilot and Endpoint Manager/Intune, improving system efficiency and user experience.
 - Provided desktop support through ServiceNow, resolving technical issues for faculty, staff, and students.
 - Installed and maintained 100+ lab computers, ensuring optimal performance and uptime.
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PROJECTS

Portfolio Website – <https://michaelmarzook.com/>

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 and developed a relational database using SQL Server, creating a normalized schema with seven interconnected tables. Wrote and executed SQL queries for data insertion, aggregation, and reporting, including customer spending analysis and product sales summaries, to provide valuable insights for decision-making.