

MARCO MERCADO

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mmercad4 ♦ in Marco Mercado

EDUCATION

University of North Carolina at Charlotte
B.S. in Computer Science

June 2021

Logic and Algorithms

Developed critical thinking and problem-solving skills, gained proficiency in programming languages (e.g., Python), and learned logical communication, enhancing my ability to troubleshoot, optimize systems, and communicate effectively in an IT role.

Database Design and Implementation

Acquired expertise in designing and implementing databases, honed skills in data modeling, SQL query optimization, and database management, all of which are directly applicable to maintaining and optimizing information technology systems in an IT Specialist role.

Web-Based Application Design and Development

Developed proficiency in designing and building web-based applications, gained hands-on experience in front-end and back-end development, acquired skills in HTML, CSS, JavaScript, and web frameworks (e.g., React, Angular), enabling me to contribute effectively to software application support and development in an IT Specialist role.

Computer Forensics

Gained specialized knowledge in computer forensics techniques, digital evidence collection, and cybercrime investigation, providing me with the skills necessary to conduct in-depth analysis and maintain data integrity while ensuring confidentiality and security in an IT Specialist role, including proficiency in tools like PowerShell.

University of North Carolina at Charlotte
B.A. in Philosophy

June 2021

EXPERIENCE

StonePaw Dog Training, LLC
Co-Owner

April] 2021 - Present
Salisbury, NC

- Implemented and manage Acuity for efficient scheduling.
- Created comprehensive documentation and training videos for client support.
- Administered Google Admin, including Google Email and Google Voice setup.
- Developed and maintain our website, optimizing it for SEO, which resulted in a significant increase in website visits from 4,700 to 9,700 within a year.

DogWorld, LLC
Co-Owner, Operator

May 2021 - January 2023
Kannapolis, NC

- Successfully migrated our Shopify website to a WordPress platform.
- Oversaw the transfer of the entire database, payment, and other systems to new software. (Gingr)
- Collaborated closely with the software provider to ensure a customized setup.(Gingr)
- Provided hardware and software maintenance and troubleshooting
- Developed comprehensive training documentation for new employees.