

# Malik Mertus

Atlanta, Ga | [LinkedIn](#) | [GitHub](#) | mertus.malik@gmail.com

## EDUCATION

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**A.S. Computer information systems**, expected graduation: *Spring 2023*

Atlanta Metropolitan state college Atlanta, Ga

Courses: intro to C++ programming, java programming, Computer science 1

- GPA 3.3, Deans list x1, PepsiCo uplift scholar

**Google IT support professional certificate** – Coursera, July 2022

Topics covered: Computer Networking, Operating Systems, System Administration, IT Infrastructure

**High school diploma** - Fall 2018 Campbell high school Smyrna, Ga

## Skills

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- HTML/CSS, JavaScript, Chrome devtools, Responsive web design (media queries, etc.), Git & GitHub, Node.js, SQL. **MS Suite**: Teams, Word, PowerPoint, Excel. Basic fluency in Spanish

## Professional experience

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**Cricket wireless** *Remote* Tech analyst/Helpdesk technician 1 *August 2022 - current*

- Assisted Cricket store advocates with troubleshooting technical errors, ranging from store software to network troubleshooting. Solved operating system errors and reduced store downtime by 23% (when due to technical issues)
- Tech used: MS teams, RDP, Cherwell (ticketing), MS OneNote

**Progressive** *Remote* Customer service consultant *August 2021 – July 2022*

- Assisted Customers with policy services, payment discrepancies and minor technical difficulties. Enhanced overall customer experience with company, and increased returning customers by 20%
- Tech used: MS teams, MS word, Cisco AnyConnect, MS Outlook

**Berlin packaging** *Lithia Springs, Ga* Forklift operator/Inventory specialist *December 2020- July 2021*

- Worked in receiving and organizing freight. Managed inbound shipments along with data entry to receive shipments, locate inventory, and communicate with supply chain management. Reduced lost inventory by 63% and received all incoming freight in a timely manner.

**Dominos** *Jonesboro, Ga* Assistant manager *January 2019- July 2020*

- Managed shifts and led teams ranging from 2 – 12 people on a regular basis striving to achieve operational goals i.e., profit & sales. Organized and managed daily business operations i.e., critical inventory, labor, food quality etc. Increased profits by 12% with operational efficiency.

## Project experience

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### Personal website

- Tech used: Html, CSS, JavaScript, Node.js. GitHub available [here](#)
- Designed to showcase projects and guide people on how to contact myself

### La perrera/ restaurant landing page

- Tech used: Html/CSS, JavaScript. GitHub available [here](#)
- Landing page for authentic Mexican restaurant

### Stake gambling/Influencer twitch stream landing page

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- Tech used: Html/CSS, JavaScript. GitHub available [here](#)
- Landing page for twitch streamer Funnyhoodvids, an Instagram influencer with over 18 million followers who hosts a live stream using a popular online casino known as Stake. The website showcases highest winners from giveaways performed on live stream.

## Leadership Experience

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**Court appointed special advocate for children (CASA) Volunteer** *Jun 2021 - current*

- Bridge communications between children in foster care system with the courts. Throughout the placement process, worked to ensure the child's best interests are being met.

**Key Club Vice president** *Fall 2017- Spring 2018*

- Volunteered on multiple occasions to improve lives of others through charity events and marathons

## Interests

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- Video games, investing, travel, fitness, coffee, philosophy