Malik Mertus

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EDUCATION
B.S. Computer Science – Western Governor's University, 2025
A.S. Computer Information Systems - Atlanta Metropolitan State College, 2023

Skills
Certifications: Linux Essentials, CompTIA A+, Google IT Support, PSM 1

Programming Languages: Python, Java, JavaScript, HTML & CSS

Frameworks: Java Spring Boot, React, Angular

Databases & tools: MySQL, Git, Azure AD, REST api

Other: CodePath Technical Interview Program (2025), Fluent in Spanish

Projects

RAMP (Risk Aware Market Predictor) | ReactJS, Python, SQLite, REST API
- Engineered RESTful API for tracking and analyzing stock market data
- Implemented custom volatility calculations and risk scoring using historical price data and random forest algorithm

Tendir: Tinder for Contract Matching | Vue.js, TypeScript, Node.js | Devpost | Winner - Best Fintech Hack
- Developed swipe-based web application connecting government contract workers with tender opportunities using location-based filtering and tagging system
- Built in 48-hour team competition, processing JSON tender data from OpenTender API to create accessible matching interface for EU government contracts

Package Routing System (WGUPS) | Python, Data Structures and Algorithms
- CLI application routing 40 packages using greedy algorithm and custom hash table, achieving 100% on-time delivery within truck capacity constraints

Work Experience
Help Desk Administrator
Highland Mortgage (Atlanta, Ga) July 2025- current
- Administered Azure AD (Entra ID) for 350+ end users, reducing account provisioning time by 20% through automated workflows
- Collaborated with 4-person IT team to resolve 20+ daily support tickets across hardware, software, and networking infrastructure, maintaining 95% user satisfaction

IT Specialist
Ocado Technology (Dunwoody, Ga) Feb 2024 – April 2025
- Maintained daily uptime of 99% at all 9 fulfillment centers by monitoring and troubleshooting robotic pick stations as well as bots

Helpdesk Technician 1/Tech analyst
Cricket Wireless (Remote) August 2022 – April 2023
- Provided tier 1/2 technical support for 4,500+ retail locations as part of 40-person remote support team and maintained an 80% First Call Resolution