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## IT SPECIALIST

Detail-oriented and bilingual IT Specialist with experience in systems support, LAN/POS troubleshooting, and robotic automation. Proven ability to maintain 99% uptime across multiple fulfillment centers and deliver Tier 1 and 2 helpdesk support.

## TECHNICAL SKILLS

- JIRA and Cherwell Ticketing Systems
- LAN and POS Troubleshooting
- Certifications: Linux essentials, CompTIA A+
- Version Control: Git
- Databases: MySQL
- Programming: Java, C++, HTML, CSS
- MS Office Suite
- Fluent in Spanish

## PROFESSIONAL EXPERIENCE

Highland Mortgage, Atlanta, GA

July 2025 - Current

Helpdesk Administrator

- Manage IT support for 300+ employees as part of 4-person team in hybrid environment
- Utilize JIRA ticketing to track, prioritize, and resolve technical incidents efficiently

Ocado Technology, Dunwoody, GA

February 2024 - April 2025

IT Specialist

- Maintained 99% daily uptime across 9 fulfillment centers with team collaboration
- Monitored and troubleshooted robot movers and pick stations using Jira for maintenance

Cricket Wireless, Remote

August 2022 - April 2023

Helpdesk Technician 1/Tech Analyst

- Provided Tier 1 and 2 support for 4,500 Cricket Wireless stores as part of 40-person team
- Achieved 80% First Call Resolution using RDP remote access and structured troubleshooting

## EDUCATION

Bachelor of Science (B.S.), Computer Science, Expected September 2025

Western Governor's University

Associate of Science (A.S.), Computer Information Systems

Atlanta Metropolitan State College

## HONORS AND AWARDS

PepsiCo Uplift Scholarship, Dean's List