Marissa K. Redline

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EDUCATION

Temple University – Fox School of Business, Philadelphia, PA
Bachelor of Business Administration   Graduation: Spring 2023
Major: Management Information Systems | **GPA:** 3.34
Selected Courses: Operating Systems & Networking, Leadership & Organization Management, Program Design & Abstraction

EXPERIENCE

STAPLES, Narberth, PA   November 2021 – Present
Retail Sales Technology Associate

- Utilize selling skills while maintaining current knowledge of new technologies, services, and products to offer a solution for customers
- Respond to all customer inquiries professionally and provide support

GET THE PICTURE CORP, Hershey, PA   May 2021 – August 2021
Level 1 Technician and Web Developer, Technical Team

- Assisted in solving technical issues for 6 locations by answering phone calls and utilizing a ticketing system that saved administration an average of 2 hours per day
- Designed the UI to optimize a website used by customers looking to purchase photos on their mobile and desktop devices
- Collaborated with human resources and sales department to create a better user experience for customers using website

GET THE PICTURE CORP, Hershey, PA   May 2019 – August 2020
Sales Team Leader

- Supervised 10+ employees daily to ensure assigned responsibilities were completed by verifying that sales goals were met
- Trained employees to operate a point-of-sale system to make photography sales and evaluated performances
- Opened and closed photography stands in an amusement park by handling and counting money

MIDDLETOWN AREA SCHOOL DISTRICT, Middletown, PA   August 2017 – June 2018
Technical Support Intern

- Provided technical support for high school students and teachers by troubleshooting Apple and Microsoft devices through a ticketing system
- Installed software and hardware under the direction of the information technology director
- Prepared training documents and instructional videos to ensure students and staff were informed on how to use different devices and software

SKILLS

Software: Microsoft Word, Excel, PowerPoint, Visual Studio
Technical Languages: HTML & CSS