



# Mara Mandernach

## Technical Support Specialist

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Hello! My name is Mara Mandernach, I am a certified website developer and I am also skilled in computer technical support and repair. I am currently a student at DMACC finishing my degree in website development and would eventually like to be certified in compTIA. I love my work as I am always wanting to learn something new and I love to find new and better ways to help fix peoples technical issues! I also enjoy making websites and learning how to design them using either Wordpress or HTML/CSS/JS.

## Professional Experience

June 2022 - Present

### Technical Support Specialist Solutions Management Group

Provide remote, phone & email based, first level technical support to staff and faculty at Des Moines Area Community College (DMACC). This position will focus on First Call Resolution (FCR) and as needed will escalate the incident to the Customer Support Technicians and other areas of the Technology Services department. They will participate in the oversight, delivery, and support of Computers and AV related technology delivery systems and services at DMACC. This position will repair and replace hardware components in computers and AV equipment.

February 2021 - June 2022

### Technical Support Assistant Des Moines Area Community College

Answer Calls | Tickets | Walk Ins

- Cisco Jabber / Cisco Finesse
- Freshdesk Ticket System
- Microsoft Azure
- Quick Assist \ Remote Control Viewer \ TeamViewer
- Windos & Mac
- Active Directory
- Banner 9

## Education

August 2021 - May 2022

### Certificate in Website Development Des Moines Area Community College at 5959 Grand Ave, West Des Moines, IA 50266

This certificate provides a core set of web development skills for working with commercial website applications. The coursework focuses on client side development skills including design, presentation, image manipulation, web page creation, stylesheets and basis javascript functionality. Wordpress is featured as an introduction to content management software. A student who completes this certificate should be able to maintain, update, design and build a commercially oriented website application with a focus on the client side present ion. More advanced functionality would be available within Wordpress applications.

August 2022 - Present

### Diploma in Website Development Des Moines Area Community College at 5959 Grand Ave, West Des Moines, IA 50266

The Web Developer diploma provides a basic set of web development skills that focus on creating commercial website applications. A student who completes this diploma should be able to design and build a commercially oriented website application using a variety of software tools. They are also provided a general education background that will enhance their overall education. This diploma prepares the student for continuation toward the Web Development AAS degree.

## Key Skills

- Organization Skills
- Communication Skills
- Attention to Detail
- Computer Software and Application Knowledge

## Certifications

May 2022

Website Development