

MARISSA BOBACK

Bradenton, FL | Willing to Relocate to Las Vegas, NV | (941) 720-2031 | bobackmarissa@gmail.com

linkedin.com/in/marissa-boback-9242a6196

IT HELP DESK | DESKTOP SUPPORT | CYBERSECURITY

PROFESSIONAL SUMMARY

Detail-oriented IT support and cybersecurity professional with hands-on experience troubleshooting technical equipment, software, and computer-based workflows, complemented by strong customer-service experience. Skilled in systematic troubleshooting, technical documentation, hardware and software support, and explaining solutions clearly to users. Knowledge of Windows, macOS, Linux, TCP/IP, DNS, DHCP, network connectivity, peripherals, and cybersecurity fundamentals. Google Cybersecurity Professional Certificate holder currently pursuing CompTIA Security+, with a strong interest in Help Desk, managed IT, and secure end-user support. Willing to relocate to Las Vegas, Nevada.

TECHNICAL & HELP DESK SKILLS

End-User Support	First-Line Support Customer Service User Guidance Incident Resolution Concepts Escalation Clear Technical Communication
Desktop & Hardware	Windows macOS Linux Desktops Laptops Hardware & Peripheral Troubleshooting Workstation Fundamentals Printer Support Concepts
Networking	TCP/IP DNS DHCP Fundamentals Network Connectivity Troubleshooting Wireshark tcpdump Packet Analysis VPN Concepts
Service Desk	Ticketing Workflow Familiarity Incident Documentation Resolution Notes Status Updates Knowledge-Base Documentation Prioritization
Security	Endpoint Security Fundamentals Access Control Authentication Least Privilege Incident Response Vulnerability Assessment
Applications & Tools	Microsoft Office / Microsoft 365 Software Installation & Configuration Concepts Python SQL Basic Scripting

PROFESSIONAL EXPERIENCE

Intern | Esho Sound

- Troubleshoot technical equipment, professional software, and computer-based workflow issues by identifying symptoms, isolating potential causes, testing adjustments, and verifying results.
- Worked with interconnected hardware, software applications, and professional technical equipment, building transferable experience for desktop, laptop, peripheral, and workstation support.
- Communicated technical issues, status, and solutions clearly with clients and teammates and adapted explanations for different levels of technical familiarity.
- Maintained organized technical and project documentation to support accurate communication, continuity, and dependable follow-through.
- Adapted quickly to unfamiliar tools and changing technical requirements while balancing detailed work, quality expectations, and deadlines.
- Used precision editing and critical listening to identify subtle anomalies within complex systems, strengthening attention to detail, pattern recognition, and root-cause analysis.

Key Holder & Sales Associate | Bath & Body Works

- Provided high-volume customer support using active listening and empathy to understand concerns, answer questions, and explain solutions in clear, accessible language.
- Resolved customer issues professionally while remaining composed in a fast-paced environment and escalated concerns appropriately when additional support was required.
- Managed multiple customer and operational priorities while maintaining organization, accuracy, and dependable follow-through.
- Collaborated with teammates and leadership to solve problems and maintain consistent customer-service standards.

TECHNICAL & CYBERSECURITY PROJECTS

Network Troubleshooting & Analysis | Wireshark / tcpdump

Analyzed packet captures to identify protocols, endpoints, traffic patterns, and anomalous communications; applied TCP/IP and DNS fundamentals to investigate network behavior and connectivity.

Incident Handler's Journal | Troubleshooting & Documentation

Investigated simulated ransomware, phishing indicators, suspicious network traffic, and malicious hashes while documenting evidence, troubleshooting actions, findings, escalation considerations, and remediation-oriented next steps.

Linux System & Access Support

Audited file and directory permissions, corrected inappropriate access using least-privilege principles, and verified resulting access states.

Python IT/Security Automation

Developed scripts to update IP allow lists; troubleshoot execution errors, validated outputs, and documented workflow changes for accuracy and repeatability.

Vulnerability Assessment | NIST SP 800-30

Evaluated vulnerabilities and potential impact for an exposed database server and documented prioritized remediation recommendations.

EDUCATION & CERTIFICATIONS

Google Cybersecurity Professional Certificate | 2025

CompTIA Security+ Certification | Currently Pursuing

A.S., Sound Design for Visual Media | Vancouver Film School | 2021

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Dear MBPS Hiring Team,

I am excited to apply for the Information Technology Help Desk Technician position at MBPS. I am currently based in Bradenton, Florida, and I am willing to relocate to Las Vegas, Nevada for this opportunity. The chance to combine hands-on technical troubleshooting, end-user support, networking, and cybersecurity within a managed IT environment strongly aligns with the career I am building.

My internship with Esho Sound provided hands-on experience troubleshooting technical equipment, professional software, and computer-based workflows. When technical issues occurred, I worked methodically to identify symptoms, isolate potential causes, test solutions, and verify results. I also communicated technical information with clients and teammates and maintained organized documentation. This experience developed a systematic troubleshooting approach that transfers well to desktops, laptops, software, peripherals, and workstation issues.

Through the Google Cybersecurity Professional Certificate and hands-on technical projects, I have developed a foundation in Windows, macOS, Linux, TCP/IP, DNS, DHCP concepts, network connectivity, access control, endpoint security, and structured incident investigation. I have analyzed network traffic using Wireshark and tcpdump, investigated simulated cybersecurity incidents, managed Linux permissions, troubleshooted Python automation, and documented technical findings and remediation recommendations.

My experience as a Key Holder and Sales Associate at Bath & Body Works also developed the customer-service skills necessary for effective Help Desk support. I regularly listened to customer concerns, communicated solutions clearly, managed multiple priorities, and remained professional in fast-paced situations. I understand the importance of guiding users patiently through solutions while keeping explanations straightforward and accessible.

I am particularly interested in expanding my hands-on experience with workstation installation and configuration, printer support, ticket management, network connectivity troubleshooting, routine system maintenance, and managed IT operations. MBPS's focus on proactive and secure technology support is especially appealing because it would allow me to combine my interest in IT support with my developing cybersecurity expertise.

I earned the Google Cybersecurity Professional Certificate and am currently pursuing CompTIA Security+. I would bring strong attention to detail, technical curiosity, customer-focused communication, and a genuine willingness to learn and contribute to MBPS's support team.

Thank you for considering my application. I would welcome the opportunity to discuss how my troubleshooting experience, cybersecurity training, customer-service background, and willingness to relocate could contribute to MBPS.

Sincerely,

Marissa Boback