Mary Snook

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EXPERIENCE

University of Cincinnati, Cincinnati, OH – *Remote Lab Technician*

September 2019 - May 2020

- Helped in the creation of the new remote work lab
- Assisted users with data entry, organization, and cleanup tasks

University of Cincinnati, Cincinnati, OH – *Technical Lab Assistant*

March 2019 - August 2021

- Provided Level 1 HelpDesk support to students, faculty, and staff
- Gave phone support for all CCM related hardware, software, and servers in a mixed MAC/Windows environment
- Maintained lab with 21 dual booted Apple computers

Walled Lake Consolidated School District, Walled Lake, MI — *High-Tech Intern*

August 2016 - June 2018

- Aided users with technical difficulties in the classroom
- Maintained cleanliness and functionality of computer labs
- Prepared events (registrations, open houses), setting up needed technology

IP Services, Inc., Erie, PA — *Fraud Analyst*

June 2022 - July 2023

- Monitored and analyzed customer behavior to detect fraud
- Developed and maintained preventative policies and procedures
- Collaborated with internal teams to develop fraud prevention strategies

EDUCATION

University of Cincinnati, Cincinnati, OH — *Bachelor's in Information Technology – Software Development & Game Development*

August 2018 - May 2020

- Overall GPA: 3.719/4.0
- Classes in Programming, Networking, Database Management, Web Development, Information Security, System Administration

Northern Kentucky University, Highland Heights, KY – *Bachelor's in Computer Informatics*

August 2020 - May 2023

- Overall GPA: 3.733/4.0
- Classes in Scripting, Administration, IT Fundamentals

TECHNICAL SKILLS

Experience with Microsoft Office

Skilled with navigating social media; gathering and sharing information

Focused on productivity

Creating and keeping deadlines and schedules

Able to explain complex systems in a clear manner to technical and nontechnical persons

AWARDS

National Honors Society member for two school years – 2016–2018

Honor Roll recipient for three consecutive school years – 2015–2018

Education Excellence Award awarded to the WLCSD High-Tech Intern program – 2017

Dean's List recipient for three semesters – Fall 2018, Spring 2019, Spring 2020