

Melanie Williams



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OBJECTIVE I am seeking a career that utilizes my computer engineering, information technology, and social skills to enhance your company.

EDUCATION **Bachelors of Science in Computer Engineering**, December 11, 2016
University of Memphis, Memphis, TN
Cumulative GPA: 3.19

- S-STEM Scholarship Recipient
- TN Lottery Scholarship Recipient

SUMMARY

Adaptable Software Engineer skilled in project management, resolving, and analyzing IT-related issues in a fast-paced environment, including software development. Mastered proficiency in Microsoft Office 365, OneDrive for Business, Google Systems, and other cloud services. Mastered skills in all aspects of Microsoft & Google Productivity Apps. Expertly trained in Help Desk troubleshooting. Experienced in preparing detailed documents, digital forms, and reports. Highly skilled in creating and administering innovative solutions to the team via workshops and training modules.

EXPERIENCE

IT Director

MedPartners Inc June 2019 – Present

- Create, test, and facilitate workshops and training modules
- Resolve and troubleshoot IT-related issues
- Create, disseminate, and record IT-related Manuals used company-wide
- Provide documents and materials for Executive Board Members

IT Support/ Project Analyst

Allworld Project Management March 2016 – June 2019

- Manage deployment of pertinent solutions, continuous integration and delivery of software projects, solutions, and tools
- Develop SharePoint sites and public websites for the company and clients
- Develop Training Modules for company-wide use, including quizzes and analytical reports
- Develop software applications and mobile app solutions used internally and externally
- Maintain QA, Continuous Deployment, Agile Development, and Sprints for software projects.
- Provide IT Help Desk Support, Microsoft Office 365 Support, and support for other software/hardware issues.
- Provide feedback to Executive team monthly, regarding key performance indicators

Other Skills

- ✓ Ability to interact with both the business and technical sides of the company effectively
- ✓ Ability to encourage, educate, and elevate team members

More job history available upon request.