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 **Bachelor 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

As a **Software Engineer**, I apply the principles and methodologies of software engineering. I design, develop, maintain, test, and evaluate computer software.

As a **Software Analyst**, I analyze software applications, prepare software requirements, and specification documents. I am a liaison between software developers and software users.

As a **System Administrator**, I am responsible for the upkeep, configuration, and reliable operation of computer systems. Ensure that the uptime, performance, resources, and security of the computers they manage meet the needs of the users, without exceeding a set budget when doing so.

EXPERIENCE **IT Consultant**
MedPartners Inc April 2018 – Present
- Create, test, and facilitate workshops and training modules
- Resolve and troubleshoot IT-related issues
- Create, disseminate, and record IT-related manuals
- Provide documents and materials for Executive Board Members

IT Support/ Project Analyst
Allworld Project Management March 2016 – June 2019
- Liaison between end-user/client and software developers
- Analyzed software applications and other productive software
- Prepared specification documents, software framework, and software manuals
- Developed SharePoint sites and public websites for the company and clients
- Developed training modules with quizzes
- Provided IT Help Desk Support, Microsoft Office 365 Support, and support for other software/hardware issues.
- Maintained network security
- Provided feedback to Executive team monthly, regarding key performance indicators

Other Skills
- ✓ Analytical and interpretive skills
- ✓ Strong organizational skills
- ✓ Excellent interpersonal skills
- ✓ Self-motivated
- ✓ Ability to work in a team environment
- ✓ Ability and willingness to take initiative
- ✓ Ability to meet or exceed Performance Competencies

More job experience available upon request.