

# 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 2016)  
*University of Memphis, Memphis, TN*  
Cumulative GPA- 3.19

- S-STEM Scholarship Recipient
- TN Lottery Scholarship Recipient

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** **Librarian/Media Specialist**  
**University of Memphis Campus School**

- Troubleshoot Microsoft Office issue
- Provide IT Support for school equipment, including Window and Apple devices
- Create and administer core equivalents to primary level students
- Provide training for media devices
- Teach coding to primary level students

**IT Consultant**  
**MedPartners Inc April 2018 – Present**

- Troubleshoot G Suite (google) issues
- Create, test, and facilitate workshops and training modules
- Create, disseminate, and record IT-related training modules with 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
- 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.

\*More information upon request or interview.

Visit my digital resume.

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