

# SHINEKA SOLOMON

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## Objective:

Highly motivated aspiring Software Engineer, completing an intensive Web Development/Coding Bootcamp in June 2023. Seeking a challenging opportunity to apply and enhance my acquired skills while gaining valuable real-world experience. Possessing a diverse skill set, including field support, remote technical support for Healthcare IT, as well as project coordination and management experience.

## Skills:

### Web Development:

- React
- HTML/CSS
- JavaScript
- Node.js / Express
- Git
- GitHub
- JSON
- Sequelize

### Data Analysis and Management:

- MS Excel: formulas, pivot tables, power pivot, VLOOKUP, charts
- MS SQL Server
- MS SQL Management Studio

### Healthcare IT:

- Philips Cardio PACS
- HL7 messaging
- IBE interface engine
- DVTk
- DICOM

### Technical Support and Collaboration:

- Remote support tools: RDP, Netmeeting, UltraVNC
- MS Word, PowerPoint, Project, Teams
- MS SharePoint
- Knowledge base utilization

### Management:

- Team leadership
- Process improvement

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## Professional Experience:

### Service Administrator | ASYS Group America | Suwannee, GA | 02/2022 – 06/2022

In my role as a Service Administrator at ASYS Group America, I excelled in delivering exceptional remote and onsite support to clients across the nation. I effectively managed off-site assignment schedules, handled purchase orders, invoices, and customer quotes with meticulous attention to detail. Acting as the first point of contact for the service team/department, I consistently provided outstanding customer service, ensuring client satisfaction at every interaction. My strong organizational skills and dedication to delivering high-quality support made me a valuable asset to the team.

### Buyer / Department Manager | Sevananda | Atlanta, GA | 12/2020 – 02/2022

As the Buyer/Department Manager at Sevananda, I successfully oversaw and managed various facets of the Wellness department. This encompassed responsibilities such as efficient inventory management, conducting price/sales analysis, and ensuring optimal stock levels. By cultivating positive relationships with suppliers and local vendors, I maintained a reliable supply chain and negotiated favorable terms. I also provided leadership to the department staff, fostering a customer-centric environment and ensuring excellent service delivery. Additionally, I oversaw scheduling and handled paperwork, streamlining operational processes to enhance efficiency and effectiveness.

### Demand Planning Coordinator | Automation Personnel | Atlanta, GA | 04/2018 – 06/2019

In my role as a Demand Planning Coordinator at Automation Personnel, I effectively utilized MS Excel reports and functions to analyze data crucial for supporting daily operations. This involved extracting insights from the data and utilizing various Excel functions to generate comprehensive reports. I took charge of generating

requisitions and purchase orders, coordinating with shipping and receiving teams to ensure smooth logistics operations. Additionally, I proactively resolved order discrepancies, guaranteeing accuracy and timeliness in procurement processes. Building and nurturing strong supplier relationships was also a key aspect of my responsibilities, ensuring reliable partnerships and timely deliveries of raw materials for seamless production.

**Cardio PACS Technical Support Engineer T1 and T2 | Philips Healthcare | Atlanta, GA | 10/2011 – 08/2017**

During my tenure as a Cardio PACS Technical Support Engineer T1 and T2 at Philips Healthcare, I played a vital role in providing remote technical support to major healthcare facilities throughout North America. My expertise extended to supporting critical systems such as MS SQL Server, HL7, DICOM, and EMR systems, ensuring their smooth operation. To facilitate efficient case management and documentation, I utilized Salesforce CRM effectively. A testament to my dedication to customer satisfaction, I consistently maintained high customer satisfaction scores by resolving issues promptly and effectively. Additionally, I actively shared best practices and insights with the support team to enhance the overall quality and efficiency of our customer support operations.

**Senior IT Project Administrator / IT Purchasing Agent | CareTech Solutions (Detroit Medical Center) | Detroit, MI | 05/2002 – 10/2006**

In my role as a Senior IT Project Administrator and IT Purchasing Agent at CareTech Solutions, I successfully managed IT projects for new construction and remodeled facilities. This involved overseeing the entire project lifecycle, from planning to execution and completion. As part of my responsibilities, I effectively managed the IT budget, ensuring cost control and efficient resource allocation. Collaborating closely with vendors, I coordinated the procurement and deployment of new equipment, ensuring seamless integration within the organization. To streamline project tracking and management, I leveraged tools such as MS Excel, MS Project, and the Microsoft Office Suite. Additionally, I implemented a new document tracking and filing system for the purchasing department, improving efficiency and organization. My meticulous attention to detail and strong project management skills were instrumental in delivering successful IT projects on time and within budget..

**Education:**

**Web Development Bootcamp** | Digital Crafts | 02/2023 – 06/2023

**Online Supporting Classes for Web Development** | Udemy | Current

**Desktop Support / A+ Certification** | Focus: HOPE Training Center | Detroit, MI | 07/2001 - 06/2002

- Information Technology program with a focus on Microsoft Suite, Basic Skills, and Desktop Support.

**References:**

**Available upon request.**