Shenna Melbourne

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EDUCATION

Farmingdale State College, Farmingdale, NY
Bachelor of Science, Computer Programming & Information Systems (Expected May 2027)
Associate of Liberal Arts and Sciences (Dec 2024)

TECHNICAL SKILLS

Languages & Frameworks: Windows 10/11, Linux,
Tools & Platforms: Visual Studio, SQL Server, Power BI, QuickBooks, Microsoft Access, Excel (Power Query, Power Pivot)
Testing & Troubleshooting: Manual Testing, Bug Tracking, Test Case Creation, Data Validation
IT Knowledge: Networking(DNS, VPN, TCP/IP) , System Maintenance, Troubleshooting
Productivity & Documentation: Microsoft Office Specialist (MOS), Google Workspace
Soft Skills: Analytical Thinking, Communication, Problem Solving, Attention to Detail, Reliability

PROJECTS

Workout Tracker App (C#, SQL Server, Power BI)

- Built a desktop application allowing users to log and track workouts with full CRUD functionality
- Integrated SQL Server for backend data management and Power BI for interactive progress dashboards
- Practiced object-oriented programming, data validation, and user-centered design
- Simulated user support scenarios by troubleshooting bugs and documenting feature usage

WORK EXPERIENCE

Five Guys – Commack, NY
Crew Member (Oct 2024 – Present)

- Conducted procedural audits and maintained data logs to streamline operations
- Collaborated with team to identify and resolve workflow inefficiencies

Chipotle Mexican Grill – Deer Park, NY
Crew Member (Apr 2023 – Sep 2024)

- Delivered consistent, high-quality customer service while managing order systems and inventory accuracy