Salonia Burt

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SKILLS

Business
A/B testing
Brand management
Digital Marketing
Market research
Project Management
SEO

Design
Adobe XD
Figma
HTML/CSS
Webflow

EDUCATION

NYU Tandon School of Engineering
New York, NY
M.S. in Management of Technology
Spring 2020 – Fall 2021

Selected Coursework:
Technology Strategy, Economics and Strategy, Project Management, Marketing

ITIL V4 Certification
October 2020

Rutgers University-Newark/
New Jersey Institute of Technology
B.A. in Information Systems
Fall 2014 - Spring 2018

WORK EXPERIENCE

New York University IT Engagement - Business Analyst Intern
Jul 2020 – Present
- Created an application lifecycle roadmap using Gartner research frameworks that reduced technical debt by **20%**
- Developed strategy for evaluating 21 business process applications
- Collaborated with technical and non-technical team members on valuing the efficacy of the current portfolio of business applications

New York University, Silver School of Social Work - Systems Administrator (Network Technician II)
Aug 2018 - Present
- Developed a departmental intranet and product vision to reduce internal team response bottlenecks
- Managed **13** large projects in the areas of budget projection, equipment refresh, software deployment, and endpoint management
- Generated budget dashboards using **3** years of purchasing data to develop equipment refresh standards and reduce departmental spending by **20%** over the next year
- Collaborated with inter-departmental staff to draft the IT Department's SOPs
- Interviewed **25** Silver community members to produce **7** technological trainings and instructional content, this reduced service tickets by **35%**
- Optimized service ticket intake and response by minimizing additional email follow-up by **15%**
- Provided technical support and assistance to roughly **80** users, and served as the lead technician for a fleet of **45** MacOS devices

PROJECTS

Every Tech Career- Creator (Sep 2020-Present)
- Designed and built an interactive website to feature careers in the technology industry with CMS favoriting functionality
- Established/gathered product requirements via market research and user interviews

Bit Project: Professional Development Series - Content Creator (Jul 2020 Present)
- Developed **5** workshops/presentations on topics such as: product strategy, personal branding, imposter syndrome, and personal networking

Couch Potatoes - Project Manager (Jan 2020-May 2020)
- Led ideation through design of a web application that connects user's streaming platforms with their web browser

Senior Capstone - Information Systems Manager (Jan 2018-May 2018)
- Managed **40** student-led teams and directly mentored **35** students on scrum, design-thinking and various presentation skills
- Designed a system to track **300+** students' performance and engagement within the capstone