

Shira Menaged

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🌐 <https://sm16aj.github.io/cv/> 🌐 <https://menagedshira.myportfolio.com/>



EXPERIENCE



IT Support Engineer, K&P Law Office

Boca Raton | 📍 Florida | December 2021 – Current
Workplace Information Technology

- Performs basic problem solving and assistance on various software applications and hardware systems.
- Provides individual instruction and/or training to users, on new or updated technologies.
- Assists with research and development initiatives and in the implementation of new technologies.
- Installation, configuration and maintenance of computers, telephony, printers, workstations and/or other related equipment.



Help Desk, Baptist Health South Florida

Remote | 📍 Home | Jan 2021 – December 2021
Rapid Response Center

- Tier 1 help desk analyst support
- ServiceNow
- Accurately documenting access request processes.
- Supporting VPN and VM's

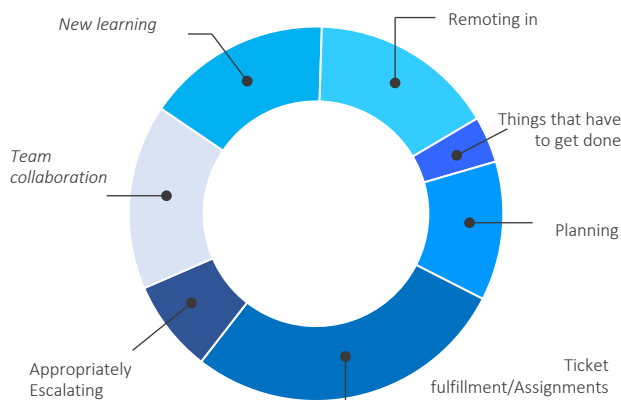


Customer Service Agent, American Logistics

Remote | 📍 Home | July 2020 – December 2020

- Interact with clients, transportation providers, and other customers via phone and software applications (Data entry required)
- Trouble-shoot and problem solve situations that may be outside standard procedures.

My Technical Support Day



MY PHILOSOPHY

Never stop learning.

MOST PROUD OF



Continuous Growth

I am always getting better and trying to learn new things. I am proud of my willingness to accept new challenges as growth opportunities



Commitment to Helping Others

Fostered at work through mentoring, guiding end users, and volunteer efforts that involve lending my artistic side



The Balance I've Struck

Managing my time between my career, Amazon store, as well as family and friends

ATTRIBUTES

Qualities colleagues endorse

Teamwork

Communication

Detail-oriented

Technical Skills

Ticket Management

Database Concepts

Active Directory

Troubleshooting

SLA Fulfillment

Root-Cause Analysis

EDUCATION



Bachelor of Science | Information Technology

Florida State University | Tallahassee, FL



Enterprise Design Thinking

Proven understanding of design thinking practices; this achievement was validated by IBM Design Global through course completion and real-world application, and against the criteria set by the Enterprise Design Thinking Center of Competence.