

Shira Menaged

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



EXPERIENCE



Product Support Specialist, UKG

Remote 🌐 | September 2022 – Present

Resolve user issues and questions with UKG Workforce Central and UKG Dimensions software, and hardware, as well as troubleshooting remote access and network connectivity related to the products.



IT Support Engineer, K&P Law Office

Boca Raton 🌐 Florida | December 2021 – 2022

Workplace Information Technology

- Perform basic problem solving and assistance on various software applications and hardware systems.
- Assist 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.



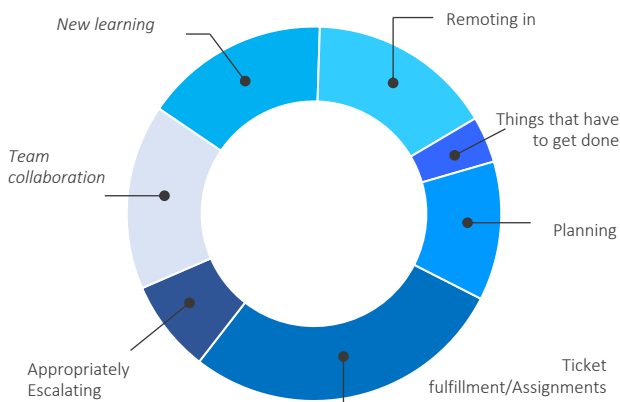
Help Desk, Baptist Health South Florida

Remote 🌐 | Jan 2021 – December 2021

Rapid Response Center

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

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.