

# Shira Menaged

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



## 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.



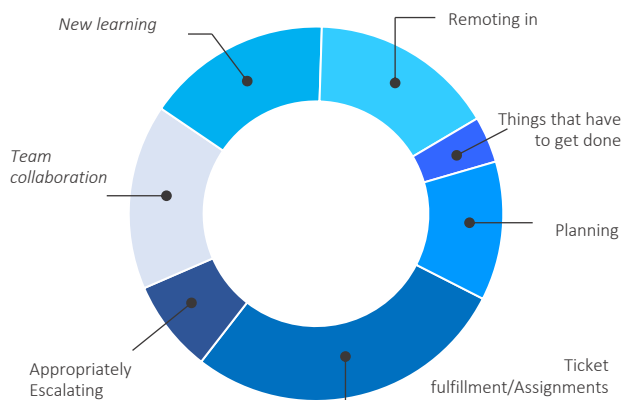
### Help Desk, Baptist Health South Florida

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.