

# Shira Menaged

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🌐 <http://shira-resume.herokuapp.com/> 🌐 <https://menagedshira.myportfolio.com/>



## EXPERIENCE



### IT Support Engineer, K&P Law Office

Boca Raton | 📍 Florida | December 2021 – Current

First onsite job in my technical career and now I can repair hardware.

- 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.



### Help Desk, Baptist Health South Florida

Remote | 📍 Home | Jan 2021 – December 2021

Supporting hospital staff with work from home function and transitioning to telemedicine. From the common password and managing printers to mapping files to their computers, I was helping support the functioning of technology within and outside of their different locations.

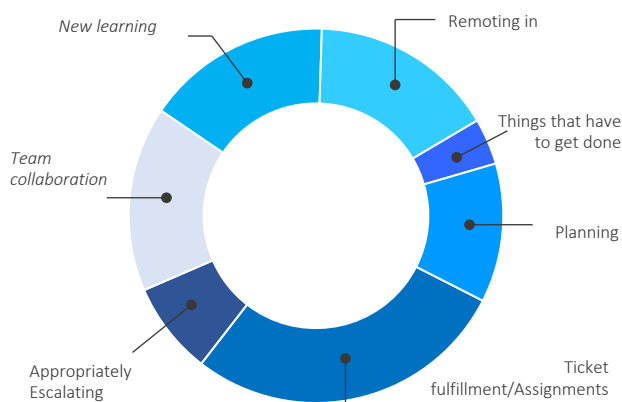


### Customer Service Agent, American Logistics

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.