

# Sherry Sheggrud

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## Profile

Mechanically curious and systems-minded, with a strong instinct for accuracy and structure. Emotionally intelligent communicator with 15+ years across IT support, technical documentation, and training in compliance-driven environments. Known for bridging administrative, technical, and operational domains through pattern recognition and real-world logic. Currently focused on AI alignment, ethical design, and human-centered prompt systems.

## Skills & Tools

- Platforms: Salesforce (Trailhead Explorer), RedRock SCM, FileMaker Pro, Microsoft Office Suite
- Tech: Windows OS, Jira, secure provisioning workflows, remote desktop support
- Data & Code: Python (beginner–intermediate), SQL, Crystal Reports, HTML/CSS, QuickBooks
- Strengths: Documentation design, neurodivergent training, federal compliance, rapport-based UX, classified systems, SME-level support
- AI Interest: Prompt engineering, Agentblazer, ethical system design, trauma-aware UX

## Certifications & Training

- Certified in Cybersecurity – ISC2
- Secret Security Clearance – Active
- Salesforce Trailhead: 40+ badges across Admin, Dev, Cybersecurity, Ethics, Architecture
- Pluralsight: AI Ethics Specialist Path (Complete); ongoing Responsible AI & Differential Privacy
- Coursera: Empathy & Ethics in AI, Human-Centered AI (in progress)


## Featured Experience

### Sr. IT Customer Service Analyst

Oneida Innovations Group – Verona, NY | 2022–Present

*DoD contract support, documentation & onboarding, SME-level escalation*

- SLA-bound tech support for Air Force personnel across multiple contracts; lead trainer for help desk team.
- Created tracking systems, SOPs, and summary templates to streamline ticketing and reduce resolution time.
- Managed remote provisioning, classified user onboarding, and equipment/licensing logistics.
- Known for rapport-based support and cross-contract clarity; recognized as informal SME by remote leadership

 Keywords: SLA compliance, GCC High, DoD support, classified systems, documentation design, user trust

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## Standards Specialist

Hanford Pharmaceutical – Syracuse, NY | 2013–2019

*Document lifecycle, compliance audits, regulatory packaging*

- Owned FDA/GMP document management; created compliant labeling and training materials.
- Led packaging design efforts; self-taught in InDesign via Lynda.com to meet audit standards.

💡 Keywords: SOP control, packaging, InDesign, compliance workflows, pharma QA

## Health Information Technician

St. Joseph's Hospital – Syracuse, NY | 2001–2013

*System adaptation, dashboard design, clinician training*

- Built EMR dashboards to track billing vs. hours; authored onboarding for low-tech users.
- Advocated sandbox environments, standardized access protocols, and scheduling across sites.

💡 Keywords: data modeling, EMR design, user onboarding, neurodivergent access, NYS compliance

## Additional Experience (Condensed)

Admin Assistant – C. Michael Exteriors | CRM entry, digital marketing, Salesforce Trailhead learning

Acctg Asst / Receptionist – Quality Mechanical | QuickBooks, vendor calls, front-desk triage

CNRC Personnel Asst (Contractor) – TAOC Syracuse via WBB | PII handling, military file processing, fleet tracking

Office Manager – R.J. Wondrack Co. | QuickBooks, technical quoting, schematic review, LTL logistics

💡 Keywords: B2B support, operations, QuickBooks, compliance admin, CRM systems