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 spanning IT support, technical documentation, and end-user training in high-pressure, compliance-driven environments. Known for bridging administrative, technical, and operational domains through pattern recognition and real-world logic. Currently shifting into AI alignment, prompt training, and ethical design roles—building bridges between human nuance and machine logic.

Skills & Tools
CRM & Business Platforms: RedRock SCM, FileMaker Pro, Microsoft Office Suite
Tech & Troubleshooting: Windows OS, Jira, remote desktop support, secure provisioning workflows
Programming & Data: Python (beginner), HTML, CSS, SQL, Crystal Reports, QuickBooks
Core Strengths: Documentation design, user training (neurodivergent-aligned), federal compliance workflows, SLA tracking, rapport-driven UX, classified systems handling, SME-level support
AI & System Integration Curiosity: Trailhead AI exploration (Agentblazer), prompt ethics, trauma-aware design principles

Certifications & Training
- Certified in Cybersecurity – ISC2
- Secret Security Clearance – Active
- **Salesforce Trailhead Profile:** salesforce.com/trailblazer/ssheggrud
  Earned badges across UX/UI, Cybersecurity, Ethics, Sales, Service, Development, Business Analyst, and Architecture pathways. Actively exploring Salesforce's full ecosystem to identify the best-fit specialization, with focused interest in AI features such as Agentblazer.
- **Pluralsight:** AI Ethics Specialist Path (Completed); ongoing courses in Responsible AI, Differential Privacy, and Applied AI Design
- **Coursera:** Actively enrolled in courses on AI, Empathy, and Ethics; exploring applied prompt engineering and human-centered AI practices

Featured Experience

Sr. IT Customer Service Analyst
Oneida Innovations Group – Verona, NY (2022–Present)
DoD contract support, user trust, remote onboarding, documentation & logistics
- Primary intake and escalation point for support tickets across multiple contracts with distinct SLA and compliance requirements; train help desk personnel on SLA-aligned ticketing procedures and internal process documentation.
- Provide frontline tech support and onboarding for remote employees on multipl Department of Defense contracts; act as first point of contact upon equipment arrival, verifying access, login credentials, and core system functionality.
- Perform remote desktop support for distributed users, resolving access, configuration, and connection issues across classified-unsecured environments.
- Created and maintain an equipment tracking system for all remote DoD personnel; manage license monitoring and signal procurement needs for Adobe Pro, SnagIt, laptops, docks, CAC readers, and other peripherals.
- Direct hardware/software provisioning by instructing IT engineers on contract-specific software loads; previously performed laptop setup independently.

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- Handle requests for GCC High email provisioning; maintain own GCC High account and manage sensitive onboarding configuration tasks for high-security users.
- Work with Classified Unsecured Information daily and hold an active Secret Security Clearance.
- Developed standardized templates for ticket summaries, ensuring technician-readable "above the fold" clarity in PDF outputs; reduced time-to-resolution and rework.
- Wrote user-focused downtime alert templates with clear technician routing info; maintain end-user confidence during system outages through proactive, accessible communication.
- Known among military personnel for calm, rapport-based phone support; adapt tone based on caller preference while maintaining professionalism and clarity.
- Recognized as the go-to internal resource for ticketing, equipment, and procedural questions—regardless of official scope—due to consistency, clarity, and contract knowledge.
- Informally recognized by remote management as an IT support Subject Matter Expert (SME); regularly consulted on complex or edge-case issues beyond formal responsibilities.
- Frequently identify SLA gaps and technical missteps; proactively escalate risks even when dismissed, often later validated.

💡 *Keywords: remote onboarding, SLA compliance, DoD support, classified access, system provisioning, tech troubleshooting, documentation design, user trust*

Standards Specialist
Hanford Pharmaceutical – Syracuse, NY (2013–2019)
Document lifecycle control, regulatory packaging design, compliance resilience

- Managed regulated documents (SOPs, QCMs, Standards) for FDA/GMP compliance; led review cycles, coordinated approvals, and maintained digital/physical archives with traceable version control.
- Supported regulatory inspections by providing timely access to accurate documentation and training verification records.
- Stepped into pharmaceutical packaging design under the pretense of assisting with "a few label updates"; immediately took on full-scale creation of compliant, client-facing assets for new product launches—without title or pay adjustment.
- Updated and designed labels, inserts, and cartons using Adobe InDesign to meet internal regulatory standards and external client specifications.
- Self-taught in InDesign via Lynda.com to deliver professional-grade packaging assets under deadline.
- Worked under both QA and RA leadership, ensuring process consistency and document integrity throughout departmental transitions.
- Provided front desk support during colleague health and caregiving crises, maintaining operational continuity and compassionate presence.

💡 *Keywords: documentation systems, version control, visual design, compliance workflows, pharmaceutical QA.*

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Health Information Technician

(Title listed for compliance – functionally acted as Data Systems Coordinator & Trainer)
St. Joseph's Hospital Health Center – Syracuse, NY (2001–2013)
System adaptation, clinician-centered UX, documentation compliance

- Functioned as a de facto systems analyst and trainer embedded within behavioral health services, despite being formally titled under medical records due to documentation responsibilities.
- Designed clinician-facing data entry forms in the Avatar EMR system that mirrored paper workflows, supporting smoother adoption and reducing resistance to digital tools.
- Enforced compliance with NYS Dept. of Mental Health standards by integrating required fields and running regular audits to prevent invalid workarounds.
- Built a cross-system dashboard comparing billed clinical hours (Avatar) to hours worked (Kronos); authored all formulas to identify underbilling and support management decisions.
- Maintained clinician scheduling databases across multiple offices; supported administrative planning and clinical coverage.
- Created role-based user access systems to improve permissioning structure and reduce risk.
- Authored onboarding materials preferred by staff over project manager resources; trained both clerical and clinical staff across multiple departments.
- Advocated for a sandbox testing environment; request implemented after a bad patch confirmed its necessity.
- Provided technical and reception coverage across roles, ensuring consistency and responsiveness under pressure.

💡 *Keywords: UX training, systems implementation, data modeling, neurodivergent accessibility, regulatory compliance.*

🗂 Additional Experience

Administrative Assistant

C. Michael Exteriors – Syracuse, NY (Jan 2022 – Jun 2022)
CRM data handling, client file prep, digital marketing, and systems learning

- Entered sales and lead data into the company's CRM system; maintained accurate records for client folders, payment status, and service scheduling in the home renovation pipeline.
- Supported social media content and advertising efforts on Facebook and Instagram; managed routine posts and basic ad campaigns in collaboration with marketing goals.
- Worked directly with the CRM administrator (manager) to begin learning backend system structure and Salesforce-style admin skills.
- Independently studied Salesforce administration using Trailhead; earned multiple badges and built foundational skills in lead tracking, form customization, and user management.

💡 *Keywords: CRM entry, client file tracking, digital marketing support, CRM admin exposure, Salesforce curiosity, self-taught systems training*

Accounting Assistant / Receptionist

Quality Mechanical Services – Syracuse, NY (May 2021 – Jan 2022)
QuickBooks entry, vendor coordination, and front-desk triage

- Handled front-desk reception duties following an abrupt staffing change; became first point of contact for customers, vendors, and service inquiries.

- Managed day-to-day accounting entry in QuickBooks, including invoice processing, purchase orders, credit card transactions, and account reconciliation.
- Answered and triaged incoming calls from clients and vendors, escalating as appropriate while maintaining professional tone during periods of internal disorganization and cash flow constraints.

💡 *Keywords: QuickBooks, invoice processing, reception coverage, vendor calls, expense reconciliation*

CNRC Personnel Assistant (Contractor)
TAOC Syracuse via WBB, Inc. – Syracuse, NY (Sep 2020 – May 2021)
Secure document handling, PII processing, federal admin compliance

- Processed highly sensitive applicant files for Naval officer recruiting, including social security numbers, medical records, tattoo documentation, and religious exemption justifications; routed all documents in confidential folders for command-level review and sign-off.
- Held active Secret Security Clearance, granted during this role, for authorized access to applicant files and classified materials handling.
- Managed weekly intake of 10–15 full personnel packets, ensuring timely file movement, document integrity, and confidentiality under federal handling protocols.
- Maintained vehicle fleet records for command transport assets, including EZ Pass tracking and driver assignments; ensured all records met DoD administrative standards.

💡 *Keywords: PII handling, confidential routing, federal compliance, military personnel systems, administrative support, Access databases, fleet record management*

Office Manager
R.J. Wondrack Co., Inc. – Syracuse, NY (Apr 2019 – Sep 2020)
Operations, technical sales support, and logistics coordination

- Oversaw daily office operations for a manufacturing and fulfillment company; managed accounts payable/receivable, processed payroll, and maintained financial records in QuickBooks.
- Quoted and entered orders for industrial air handling units via supplier/manufacturer portals; reviewed equipment schematics for accuracy before final submission to prevent configuration errors.
- Served as primary liaison for customer estimates and inquiries, delivering technical pricing support and project coordination.
- Coordinated logistics with freight carriers (LTL, air, and ground) to ensure on-time fulfillment and delivery of equipment orders.
- Maintained office supply inventory and supported documentation flow across vendors, clients, and internal departments.
- Recognized by leadership for mechanical curiosity and accuracy; entrusted with schematic reviews and technical order inputs due to high attention to detail and system fluency.

💡 *Keywords: industrial equipment quoting, schematic review, vendor portals, QuickBooks, B2B logistics, technical sales support*