**SHAROUK BAKER**

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**OBJECTIVE**

Ambitious analyst who is seeking an entry level position in a fast-growing technical organization where I can utilize my communication skills, problem solving abilities, and grow my technical skills by working in a diverse environment.

**EDUCATION**

Marymount University, Arlington, VA

*Master of Science*, Information Technology with specialty in Software Engineering GPA 3.51 Fall2018

*Bachelor of Science*, Information Technology with specialty in Applied IT GPA 3.38 Spring2017

**TECHNICAL SKILLS**

* Skilled in HTML, CSS, SQL, JAVA and Python Programming
* Proficient in Database Management Systems
* Expert in technical troubleshooting and software install
* Proficient in Microsoft Word, PowerPoint, Excel, Access, & Visio
* Experienced in Adobe Creative Suite and Photoshop

**EXPERIENCE**

*Technical Project Coordinator,* HMShost in Bethesda, MD May 2019 – July2019

* My role with one of the world's largest provider of retail, food and beverage services for travelers, involved co-managing kiosk project deployments, lab testing, and installation.
* Maintaining projects- related documents in SharePoint, Web based portal, Visio diagram, PowerPoint slide, and other document as required by the project.
* Oversee multiple projects across all phases of deployment monitoring workflow and make timeline adjustments as needed.
* Act as the point of contact and communicate project status to all participants to provide technical solutions.
* Implemented effective strategies for identifying and documenting bugs and tracking issues.
* Attended weekly conference calls for larger projects, transcribed meeting minutes for project managers, and implemented succession plans for completion.
* Assisted Micros application team with imaging, setup, and support of Micros tablets.
* Primarily responsible for Data Entry Support and transaction Services(TS) set up process.

*IT Help Desk,* Marymount University, Arlington, VA Fall 2017 – Fall 2018

* Provided technical assistance on database management
* Responded to email messages for customers seeking technical help
* Installed, modifyied, and repaired computer hardware and software
* Created and managed database systems to lend and collect books and other materials at circulation desks
* Enter and update data through system
* Created new database system to simplify the ease of recording issuance of books to students
* Helped promote communication and guided staff on synchronizing PCs emails to maintain privacy
* In conjunction with IT, proposed a system to use the information to define students activities and resource needs in the institution

*IT Specialist Intern*, Saudi Military Attache’s Office, Washington, DC Fall 2016 – Fall 2017

* Maintained and updated the website by reviewing and analyzing the codes
* Added new features to the website using markup and programming languages such as HTML and CSS
* Backed up, restored, tested and modified the database to ensure that it operated reliably
* Used Microsoft access to design, manage, analyze, secure and update the database
* Created, designed, and managed tables in MySQL to store information gathered from the website
* Research ways to improve the website and reduce issues of traffic for fast communication

**OTHER EXPERIENCES**

* Volunteered at The Saudi National Night sponsored by The Royal Embassy of Saudi Arabia – Spring 2018
* Volunteered at Marymount University Eid party - Fall 2017
* Volunteered at The Saudi National Night sponsored by The Royal Embassy of Saudi Arabia - Fall 2017
* Volunteered in the Food Assistance Center (AFAC)- Fall 2016
* Volunteered in The Shirley Gate mosque - Spring 2014
* Volunteered at Thomas Edison High School - Fall 2014