Shameekia S. McDonald

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**Summary of Qualifications:**

* Developed and initiated a streamlined onboarding training and mentoring process for new employees
* Managed the deployment schedule for 7 deploy technicians
* Served as a project member for implementation of ICOS for workstation deployment
* Documented and implemented process changes for hardware to be deployed within 8 days
* Assisted with the rollout of RSA tokens within the corporations environment
* Project member tasked with organizing, scheduling, and managing deployment of 800+ workstations for work at home employees in South Carolina, Texas, and Florida

**Skills and Qualifications:**

* Hardworking
* Detail oriented
* Ability to take leadership initiative
* Work efficiently in both an independent and team atmosphere
* Demonstrates strong work ethics
* Utilize Microsoft Office, including Word, Excel, PowerPoint, and Access.
* Possess excellent customer service skills

**Education/Certification:**

Bachelor of Science Cybersecurity and Assurance

Western Governors University, Salt Lake City, UT-May 2018

Associate of Science, Computer Network Systems

ITT Technical Institute, Columbia, SC-September 2012

Cumulative GPA: 3.5

Member of National Technical Honor Society

CompTIA Security+-May 29, 2017

Expires: May 2020, CompTIA

Network+-November 11, 2017

Expires: November 2020

CompTIA Project+-2018

Cisco Certified Network Associate (CCNA)-2018

CompTIA Linux+-2018

**Work Experience:**

**December 2013-August 2017-**Ettain Group/Blue Cross Blue Shield, Columbia, SC: Workstation Support Analyst

* Tasked with scheduling, monitoring, and accessing request for new hardware deployment
* Managed Bank of America’s Global Reporting and Account Management system for the company gas cards
* Monitored, organized, edited, and closed service request tickets and queues for deployment
* Resolved hardware and software problems remotely with customers on the phone
* Generated tickets through INFO for the deploy technicians
* Managed user accounts through Hitachi and Active Directory
* Assisted IS Procurement with prerequisite requests for new hardware
* Insured customer requests were processed in a timely manner at initial onset of request

**April 2012-December 2013-**Kelly Services/ Blue Cross Blue Shield, Columbia, SC: Workstation Support Technician

* Deployed hardware such as desktops, workstations, laptops, and associated peripheral items
* Provided support for annual Business Continuity Exercises and Disaster Recovery Exercises
* Provided support for IS Receiving Department
* Troubleshooted known and unknown end user issues
* Participated in a project to upgrade the environment to Windows 7
* Performed hardware cloning/ imaging and configuring for initial use