# Shanice Johnson

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## EDUCATION

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK
**Bachelor of Science, Information Technology and Management**                                    Jun. 20xx
GPA: 3.32/4.00

## ACADEMIC PROJECT EXPERIENCE

INFORMATION TECHNOLOGY MANAGEMENT COURSE                                    University at Buffalo
**Customer Feedback Database Project**                                    Feb. 22xx-Apr. 20xx
- Designed and integrated an MS Access database that helped a big-box store better understand qualitative and quantitative customer feedback, earned A grade on project
- Imported MS Access database into a more robust Salesforce solution for customer service team thus increasing team satisfaction
- Implemented a database architecture that enabled structured data storage and efficient retrieval of customer feedback

VIRTUAL PROJECT EXPERIENCE                                    University at Buffalo
**Accenture Job Simulation, via Forage**                                    Jan. 20xx
- Analyzed project management approaches to transmission of client needs and information for various Accenture support teams and developed potential options
- Created and delivered a project timeline presentation to internal support teams highlighting app development cycles and related required governmental approvals

## WORK EXPERIENCE

UBIT HELP CENTER                                    University at Buffalo
**Senior Consultant**                                    Mar. 20xx-Present
- Provide helpful assistance to students on central UB services, such as accounts, file sharing, networks, printing, email and teaching technology via telephone and in-person appointments
- Collaborate with team members to diagnose and solve ongoing incidents and issues with UB technology services
- Thoughtfully assess user needs to communicate customized service options in an understandable manner, promoting a positive customer experience

MATTEL, INC.                                    East Aurora, NY
**IT Business Analyst Intern**                                    Jun. 20xx-Aug. 20xx
- Assisted in IT project management within the Mattel and Fisher-Price Design and Development department, alongside senior IT business analysts
- Utilized Microsoft SharePoint to create department websites for improved collaboration, communication and document storage
- Efficiently updated graphical user interface for product lifecycle management software using HTML, CSS and JavaScript

## TECHNICAL SKILLS

**Server Applications:** IBM WebSphere, Oracle Web Logic, Apache, MS Exchange, SQL Server
**Desktop Applications:** MS Word, Excel, PowerPoint, Photoshop, Canva, Tableau
**Databases:** Salesforce, Oracle, MS Access
**Languages:** C++, SQL, Java, Java Script, Python, HTML