

SHAROUK BAKER

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EDUCATION

Marymount University, Arlington, DC Fall 2018
Master of Science, Information Technology, GPA 3.51(4.0)

Marymount University, Arlington, DC Spring 2017
Bachelor of Science, Information Technology, Applied IT, GPA 3.38(4.0)

WORK EXPERIENCE

Technical Project Coordinator, HMSHost in Bethesda, MD May 2019 – July 2019

- 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.
- 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.

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, modified, and repaired computer hardware and software
- 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

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
- 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

TECHNICAL SKILLS

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