Rameesha Shaikh

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# WORK HISTORY

## iDrive Driving Academy March 2021 – April 2022

*Technology Support Specialist*

* Utilized data management tools such as Salesforce to track new clients and their data in order to manage enrollment
* Used scheduling software to assign students times and days for behind the wheel sessions
* Maintained website with current information and relevant data
* Installed relevant programs and ensured functionality
* Tasked with supporting school’s technology equipment such as projectors, laptops, and printers

## UMBC January 2019 – March 2020

## *Human Resource Department – Intern*

* Assisted in managing the HR SharePoint site
* Provided logistical and administrative support for staff meetings
* Maintained current knowledge and record of files
* Entered existing HR policies into digital platforms
* Created tools to automate reporting of relevant data to the HR coworkers

## My Daycare March 2014 – May 2021

## *Provider’s Aide*

* Build a safe and inclusive environment for children
* Established and maintained strong relationships with children and families
* Write weekly lesson plans and newsletters
* Take weekly observational notes on each child to report back to parents
* Incorporate technology into lesson plans to provide children with interactive learning tools

# EDUCATION

## UNIVERSITY OF MARYLAND BALTIMORE COUNTY January 2021

## Bachelor of Arts

**Major**: Business Technology Administration

**Courses:** Information Systems Logic & Structured Design, Systems Analysis Methods, Intermediate Business Applications, Management Information Systems, Fundamentals of Human-Computer Interaction, Advanced Business Applications, Introduction to Management Science, Business Communications Systems, Project Management, Integrating Technology into Business Processes, Principles of Accounting I & II, Technical Communication, and The Practice of Management

# PROJECTS

## Systems Proposal October 2020

## *Project Manager*

* Developed systems proposal for class group company as a mock IT consulting firm
* Inputted system requirements, cost-benefit analysis, work breakdown structure and project plan
* Cross coordinated with group members in order to develop technical breakdowns and mock features

## Business Analysis Project August 2019

## *Project Leader*

* Analyzed a local business in order to determine technology needs and determine efficiency
* Facilitate group communication and workflow throughout the progression of the project
* Served as project liaison to improve collaboration between the client and IT team
* Manage client expectations and project goals to deliver final product

## Database Design Project February 2019

## *Designing a Database for a Small Business*

* Designed a Microsoft Access database to keep track of information for the family daycare business.
* Imported raw data into the database and converted into a readable table.
* Participated in a team-based environment where we identified the current data tracking problem and came up with the best solution.

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# SKILLS

* Proficient in Microsoft Office (Word, Outlook, Excel, PowerPoint, Outlook 360)
* Proficient in Microsoft Teams
* Proficient in Jira
* Beginner in Python
* Proficient in Google Suite (Docs, Sheets, Slides, Analytics)
* Proficient in SharePoint
* Intermediate in Microsoft SQL Server
* Intermediate in Oracle SQL Developer