

# Chynna Sherry

chynna.sherry@gmail.com | 724.910.1315 | www.linkedin.com/in/chynnasherry

## EDUCATION

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**University of Pittsburgh**, Joseph M. Katz Graduate School of Business, Pittsburgh, PA  
**Master of Business Administration, Management Information Systems**, 3.76 GPA  
Katz MBA Student Ambassador, Member NWMBA, Six Sigma Green Belt

April 2018

**University of Pittsburgh**, College of Business Administration  
**Bachelor of Science in Business Administration, Accounting**

December 2014

## MBA EXPERIENCE

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**Army Cyber, Hacking for Defense Fellow - Entrepreneurial Consultant**

January 2017 – June 2017

- Developed a solution for Army Cyber to collaborate with civilian hackers in cyber space. Completed interviews with over 150 industry professionals and hackers.
- Presented solution and implementation to commanding General of Army Cyber and at the Military Operations Research Society Symposium. This has led to an opportunity to continue R&D for Army Cyber in hopes to implement this program.

**City of Pittsburgh, Department of Innovation and Performance (I&P)**

**Six Sigma Consulting Project – Project Lead**

September 2016 – December 2016

- Used Six Sigma methodology to research deployment process of all hardware requested through I&P to identify inefficiencies. Created recommendations for process improvement. Chief liaison between the client and team.

## PROFESSIONAL EXPERIENCE

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**University of Pittsburgh, Financial Information Services**, Pittsburgh, PA

April 2012 - Present

**Senior Support Analyst** (January 2016 – Present)

- Support 1000+ customers with 99% customer satisfaction rate supporting over 300 different types of hardware & applications.
- Oversee training new employees for employment and collaborate to create new training procedures and goals.
- Serve as Problem Manager, which aims to minimize the impact of problems on the organization. Lead a team that researches, implements, and documents root cause analysis and problem resolution. Attend Change Meetings to discuss new problems and help approve changes. Over 42 problems have been identified and successfully resolved in the past year.
- Act as project manager of communication and documentation strategy as well as implementation for new deployments. These include successful Active Directory Migration, SharePoint Online Migration, and yearly renewals.
- Completes onsite training and deployment of new hardware and software for over 1000 customers.
- Manages the department's website, blog, and social media. Written over 60 knowledge articles and blog posts in the last year.

**Support Analyst** (January 2013 – January 2016)

- Use of hands-on assistance, modern hardware and software, project management, and excellent customer service.
- Actively managed the resolution of over 70 incidents and requests from customers each day.
- Involved in system analysis, support, troubleshooting, application testing, and documentation creation.
- Served as Access Manager, which aims to grant authorized users access to correct services and prevent access from non-authorized users. Performed audits, proactive work, and security seminars to new customers. Completed monthly 30-day audits for over 1000 customers.

**Junior Systems Administrator** (April 2012 - January 2013)

- Oversaw building, imaging, and maintaining over 800 pieces of financial equipment.

**Stunkel Tax and Accounting**, Pittsburgh, PA

**Accountant**

May 2015 – December 2015

- Managed bookkeeping, completed taxes, month-end/year-end for customers. Helped to provide financial advice & reports.

## AWARDS

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**HDI Steel City Analyst of the Year Winner**, Western PA Chapter, 2014

This award is presented to an individual who possess the knowledge and skills required to provide quality service. The winner is well-rounded in technical aptitude, team orientation, leadership, customer service, and a positive attitude. They demonstrate the importance of sharing the knowledge with co-workers to develop problem solving techniques that can be utilized by all.

## CERTIFICATIONS

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HDI Support Center Analyst, ITIL Foundation - IT Service Management, SharePoint 2013 Upgrade Training, CompTIA A+, CompTIA Network, 70-680: Microsoft Certified Technology Specialist, 70-685: Windows 7, Enterprise Desktop Support Technician, Microsoft Certified Solutions Associate