

Sharniqua Harris

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Objective

Aspiring Human Resources professional transitioning from a 10+ year career in customer service and support. Currently pursuing a BA in Human Resources with newly acquired HR certifications in recruitment, HRIS, and compensation. Passionate about people operations, talent acquisition, and employee engagement. Seeking an HR Coordinator or HR Assistant role to contribute administrative expertise, tech proficiency, and interpersonal strengths to a dynamic HR team.

Education

Southern New Hampshire University – Online

Bachelor of Applied Science, Human Resources (*In Progress – Expected May 2026*)

Career Technical Institute – Washington, DC

Associate of Applied Science, Human Resource Administration – May 2021

Certifications

- **AI and Data-Driven Decision-Making for HR**, LinkedIn Learning – Apr 2025
- **Generative AI, Recruiting, and Talent Acquisition**, LinkedIn Learning – Apr 2025
- **HR Recruiting Communication Strategies**, LinkedIn Learning – Apr 2025
- **Human Resources: Selecting an HR System**, LinkedIn Learning – Apr 2025
- **Strategies for External Recruiters**, LinkedIn Learning – Apr 2025
- **Compensation and Benefits**, LinkedIn Learning – Mar 2025
- **Strategic Human Resources**, LinkedIn Learning – Mar 2025
- **Business Analyst and Project Manager Collaboration**, LinkedIn Learning – Mar 2025
- **Help Desk Professional Certification**, Career Technical Institute – Apr 2014

- **Medical Office Administration Certification**, Career Technical Institute – Jun 2019
 - **Retail Sales & Customer Service Certificate**, Woodstock Job Corps – Aug 2011
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Professional Experience

Service Desk Analyst

Quality Technology (CMS) – Vienna, VA

Dec 2021 – Mar 2025

- Led cross-functional meetings with internal and external stakeholders, supporting seamless communication and issue resolution.
- Updated Standard Operating Procedures (SOPs), knowledge base articles, and escalation workflows to support system-specific inquiries.
- Researched and resolved user-reported technical and service issues via Remedy ticketing system, identifying patterns and supporting process improvements.
- Attended stakeholder webinars and training sessions to stay aligned with policy and system changes — directly applicable to HR process management.

Security Officer / Concierge / Site Supervisor

Planned Companies – Alexandria, VA

Apr 2018 – Jan 2022

- Delivered guest-focused services while enforcing property standards and managing visitor relations, enhancing overall customer satisfaction.
- Logged shift activities and building incidents, communicating professionally via email with supervisors and emergency responders.
- Supported package handling, front desk operations, and staff coordination — all requiring discretion and time management.

Front Desk Receptionist Intern

Jacobs Chiropractic – Arlington, VA

Mar 2019 – Jun 2019

- Managed patient scheduling, appointment confirmations, and administrative filing tasks.

- Provided front-line communication across phone, email, and in-person channels — a foundational HR support skill.

Help Desk Specialist

Quality Technology – Falls Church, VA

Sep 2014 – Apr 2015

- Responded to employee IT issues via the service portal and phone, logging and resolving requests while ensuring 24-hour resolution SLA.
- Created detailed documentation and support tickets, mirroring the documentation needs of HRIS or employee record systems.

Administrative Assistant Intern

Career Technical Institute – Washington, DC

Feb 2014 – Mar 2014

- Supported front desk operations and helped supervise interns, contributing to document organization projects and interdepartmental communication.

Technical Skills

- **HR & Admin Tools:** Salesforce, Remedy, NICE/CXone, Microsoft Office Suite, Google Workspace
- **HR Functions:** Talent Acquisition Support, HRIS Exposure, Onboarding Coordination, Employee Recordkeeping
- **Soft Skills:** Cross-team Collaboration, Strategic Communication, Organizational Skills, Confidentiality, Problem-Solving