

SHANERA BARTLETT

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EDUCATION

Benedict College – BS in Computer Science

Expected Date of Graduation: December 2025

Bahamas Technical & Vocational Institute - Information Technology Certification

2021

PROFESSIONAL EXPERIENCE

Mattel Headquarters - Global Technology Operations Infrastructure & Operations Intern (El Segundo, California)

- Assisted in managing and maintaining IT infrastructure, including servers, networks, data centers and the integration of new technologies, ensuring high availability and performance.
- Utilized ServiceNow platform for tracking and managing IT service requests, incidents, and changes, improving service management and user satisfaction.
- Supported the deployment and configuration of software and hardware for end-users
- Collaborated with IT staff to troubleshoot and resolve technical issues
- Participated in the development and implementation of IT policies and procedures to standardize operations
- Analyzed system performance metrics, identifying areas for improvement and optimization.

Meta - Above and Beyond Computer Science Program (Remote)

- Enhance proficiency in essential data structures and algorithms via hands on exercises.
- Accessing, utilizing and curating challenges for self-improvement and skill development

ServiceNow - Associate Software Engineer Intern – DevOps Team (San Diego, California)

- Contributed to an innovative Generative AI project designed to process user prompts and generate enhanced outcomes through advanced AI algorithms.
- Engaged in diverse phases of the project lifecycle, acquiring practical experience in software engineering and IT operations.
- Partnered with cross-functional teams to assimilate and execute DevOps best practices.
- Advanced proficiency in JavaScript programming, AI applications, and data management.
- Actively participated in educational sessions, received expert mentorship, and contributed to fostering a culture of continuous improvement and innovation.

ServiceNow - Software Development Apprenticeship Program (Remote)

- Spanning over two semesters, focused on and learned Java, JavaScript, HTML and CSS for both front and backend development, creating various projects.
- Practiced and learned in-depth details about front and back-end engineering
- Built capstone project focused on Java

PROJECTS

Java Wordle Game – A simple version of the famous game of Wordle made with Java that uses color coded answers as the user guesses each word. <https://github.com/benedict-hbcu/shanera-bartlett/tree/main/wordle>

AI Therapist - Web application using ChatGPT API, hard coded to act as a real therapist with over 20 years of experience under his belt named 'Dr. Bot'. Before accessing Dr. Bot, the user must take a quick 3 question survey to set the scene of the upcoming therapy session. Also included in the app is a "Motivational Dashboard" where users can leave positive notes for other users to see and appreciate and maybe leave some themselves. This app was built with the idea of having an affordable, readily accessible and always available therapist at hand. - [marly-pierre/ai-therapist at main · Shanera04/marly-pierre · GitHub](https://github.com/marly-pierre/ai-therapist)

ACTIVITIES AND HONORS

ServiceNow UTG Intern Hackathon - Python-based project that involved analyzing websites to determine their level of diversity. This was achieved by generating a percentage score indicating the extent of diversity present on each website.

American Airlines Be Smart Hackathon - The in-flight value pass, created for customers and consumers to get a discount on in-flight internet, while creating revenue for the airline and the service provider.

Extracurriculars: Google Student Developer Club, Lead (2023- 2024); Center for Financial Advancement, Ambassador (2023 – present); Robotics Club, Vice President (2022 - 2024); Cybersecurity Club (2022 - 2023); B.E.S.T Innovation Lab Media Team (2022 - 2023)

Certifications: CompTIA IT Fundamentals, Udemy Zero to Mastery Python Certificate, Codecademy Python, Java and CSS Certificates, Red Cross Basic First Aid, CPR & AED Certified