

JESSICA NICOLE KERNS, N+

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Professional Summary

Dynamic and ambitious professional with a proven record of generating and building relationships, managing projects from concept to completion, designing business strategies, and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills and making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently or as a team player, creating effective processes and approaches whilst developing opportunities that further establish organizational goals.

Professional Experience

Director of Information Technology & Systems

Oct 2011 - Present

The A.D. Morgan Corporation, Inc | Tampa, FL

- Provide strategic technology direction and spearheaded advanced technology initiatives
- Organize all IT functions around partnerships to better support business goals
- Authored firm's IT strategy and project roadmap based on completed current state assessment
- Direct and manage all technology needs including the evaluation, selection, and procurement of new hardware and software solutions
- Develop and govern departmental budget in accordance with the policies and procedures set forth in the corporate handbook
- Supervise IT and administrative personnel and full lifecycle of marketing, information technology and systems, infrastructure, applications, and services
- Establish and maintain relationships with clients, vendors, suppliers, and service providers

Director of Marketing

Mar 2017 - Present

Marketing Associate

Oct 2011 - Feb 2017

The A.D. Morgan Corporation, Inc | Tampa, FL

- Develop relationships with existing and new clientele in effort to identify business opportunities in alignment with corporate strategy
- Cultivate relationships with clients through professional groups, networking associations, and local / national trade shows
- Identify and evaluate new markets and partnership opportunities through business development, marketing, social media, advertising, etc.
- Partner in conjunction with the business development team and the operational team to create effective marketing strategies and proposals that win
- Supervise a team responsible for the preparation of marketing proposals and presentations for all company services in response to Request for Proposals / Qualifications

IT Director | Operations

Apr 2014 - Present

WoofGang Solutions, LLC | Tampa, FL

- Supervise staff and manage the full lifecycle of marketing and sales, and the information technology systems including infrastructure, applications, and services
- Develop and govern departmental budget in accordance with the policies and procedures set forth in the corporate handbook
- Develop and manage technology projects and their cost, time and scope as defined by clients utilizing preferred project management methodologies
- Act as the product manager / IT business manager to the Flagship Product when meeting with clients to ensure that business process is being achieved through the implementation of the products
- Identify and strategize areas for improvements in existing programs and subsequently oversee the development of these modifications
- Establish and maintain relationships with clients, vendors, suppliers, and service providers

Major Account Manager
Account Manager
Zeno Office Solutions, Inc. | Tampa, FL

May 2010 – Oct 2011
Oct 2007 – Nov 2008

- Company President's Club winner for outstanding achievement in sales
- Retain and expand sales revenue in assigned account base as well as drive new market share
- Maintain records of all account activities and contact lists within sales database

Senior Account Manager
Ricoh Americas Corporation | Tampa, FL

Dec 2008 – Apr 2010

- Ranked in the Top 33% senior sales representatives nation-wide
- Mentor for a new hire pilot program to train inexperienced sales representatives
- Responsible for the management and development of new and existing business accounts

Account Manager
Axsa Document Solutions, Inc | Tampa, FL

Dec 2005 – Oct 2007

- Received a 34% pay increase after my first year in the industry for outstanding performance
- Maintaining 118% of the revenue quota while sustaining an industry unprecedented 24% profit margin
- Ranked in the Top 5 sales representatives company-wide

Education

B.S., Management Information Systems
B.A., Political Science
Auburn University | Auburn, AL
Graduated May 2004

Full-Stack Web Development Boot Camp
Suncoast Developers Guild | St. Petersburg, FL
Graduation January 2020

Skills & Recognitions

- **Recognition(s):** President's Club '08, Ichiban Thank You Recipient, Sales Rep of the Month, 50K Club, MVP 2012, MVP 2018
- **Technical Skills:** React.js, JavaScript, C#, PostgreSQL, .Net Core, HTML5, CSS, Yarn, npm, Axios, React Router, Heroku, Docker, RESTful API Creation / Deployment, etc.
- **Computer Proficiency:** Microsoft Office, Microsoft Projects, Primavera P6, Lotus Notes, Adobe InDesign, Adobe Illustrator, Adobe Photoshop ACT CRM, Compass CRM, Pipedrive CRM, HubSpot CRM, Salesforce CRM, Procore, AWS, Git, GitHub, Jira, YouTrack, Slack, ProPlan CMMS (Flagship Product), CommandCentral, etc.
- **Project Management Methodology:** Scrum, Agile, Kanban, Lean, Waterfall, PMI/PMBOK
- **Sales Training:** SHARP Academy 3 Time Gold Level Certified and Sandler Sales Institute, RICOH University: PSE, PSST, Consultative Selling, Spin Selling, ISMS, Ricoh Connects, CANON ISG Training Courses and Managed Print Services, etc.

Professional Memberships & Certifications

Auburn Alumni Association | Auburn, AL
Associated Builders And Contractors Young Professionals | Tampa, FL
Westshore Alliance | Tampa, FL
Tampa Chamber Of Commerce | Tampa, FL
CompTia Network+ Certified | Nationwide, USA
Women Who Code | Tampa, FL