
JESSICA CLAIRE

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CAREER OVERVIEW

3+ years of experience with a diversified background in Microsoft technologies, Network Engineering, System Analysis, Technical troubleshooting, Architecture/configuring and escalations. Two master's degree in Networking and Information System Management and also CCNA R&S certified

WORK EXPERIENCE

Merging student database to generate combine single database, 05/2016 - 06/2016

Csc – Lewisville, TX

- Manipulating student database using MYSQL 5.6 server and MS Visio.
- Installed DBMS and Uploaded student database on MYSQL server.
- Created and executed SQL queries using MYSQL server of a given database.
- Developed a data model using MS Visio 2010 for a same database.
- Created and populated a SQL database based on E-R diagram.

Business Plan - Wolf Power Company, 09/2014 - 2015

Ametek, Inc. – Mahwah, NJ

- Team member as a Chief Information Officer
- Greet customers and ascertain what each customer wants or needs
- Researched market to gather information related product, website design and marketing material
- Developed strategy to identify risk associate with the infrastructure devices and implement policies based the problem
- Evaluated and design technology plan of company for production department
- Created technology plan and keep tracking all task using MS Project

Technical Support Intern, 01/2014 - 11/2014

Sigma Prepaid LLC – City, STATE

- Involved with hardware troubleshoot/repair desktop, laptop, printer malfunctions and also provided system software support.
- Installed network hardware based on design and configured it as per business requirement.
- Installed and Configured Windows server 2012/2008 for domain controller to provide end user support
- Supplemented other IT staff for network maintenance, administration, troubleshooting, and security help desk functions in all area of IT including desktop
- Contributed in IT customer base support, department knowledge base and IT documentation
- Maintained domain and service administration through Active Directory and also troubleshoot issue with all the MS Office 365 applications

Network Administrator, 08/2009 - 11/2012

3i Infotech – City, STATE, INDIA

- Configured and administration of Cisco Switches and Routers.
- Developed and planned new strategy to upgrade routers, switches, servers, wireless access controllers and firewalls by new hardware within an organization.
- Configured L2 switching technologies including new VLANs, VTP, STP, Inter-VLAN routing, HRSP/VRRP, ether-channel.
- Installed, configured and administrated network hardware and software.
- Maintained information of design and standardization based on the company policies.
- Maintained user account information using Active Directory and also provide security through AAA using ACS server.
- Reconfigured DHCP and DNS server during downtime within Active Directory
- Worked with team members to implement dynamic routing protocol including RIPv2, EIGRP, OSPF, and BGP.
- Documented and designed IP addressing, sub-netting, VLSM, route summarization and route redistribution.
- Maintained uninterrupted server and backing up or upgrading IOS to or from TFTP server.
- Monitored and troubleshoot firewall, ACL, TACACS+, RADIUS, IDS/IPS and other network security features.
- Secured networks and remote access using encryption via Remote Access or Site-to-Site VPN tunnels on routers and firewall.
- Installed & configured primary & backup domain controllers, file sharing & print server and granting LAN printer access.
- Provided customer support including daily backup procedures, testing network connections, equipment installation and tuning-up, and remote assistance.
- Managed Microsoft Azure sync, Active directory and Microsoft exchange for cloud service to the end users.
- Undertook Network performance, providing daily operational support and system administration for core network infrastructure.

EDUCATION AND TRAINING

Master of Information System Management, Dec - 2016

DeVry University - Chicago, IL

Masters of Network and Communication Management, Jan - 2015

DeVry University - Columbus, OH

Bachelor of Engineering in Electronics and Communication, June - 2009

Sardar Claire University - Gujarat

CCNA R&S, Oct - 2016

SKILLS

Active Directory, Microsoft Exchange, Microsoft Azure, NPS, Federation tools, Window server 2012/2008, SQL server, MS Office suite, MS Visio, Microsoft Project, Window 10,8.1,8,XP, Linux ,C,C++