JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Proactive and solutions-focused hands-on technical leader and Program Manager, with clear understanding of cloud computing services, as well as software development and deployment architecture, who thrives in a fast paced, dynamic environment. Provides strong technical direction and strategy development to Agile and DevOps teams across development unit. Responsible for managing large cross-organizational strategic programs and driving delivery aligned with strategic business goals. Strong track record for delivery on technical programs, projects and products in a highly technical, dispersed multi-team environment. A creative, demonstrated leader with superior analytical abilities and excellent technical, problem solving and cross-team coordination skills, with ability to remove ambiguity, manage dependencies, communicate effectively, and dive deep into technical details is essential. Possess proven ability to communicate across all management layers, and clearly and concisely communicate at an executive level on key issues, dependencies and executive action required. Holds PMP and Scrum certification.

SKILLS

- Adept in technology
- Initiative
- SDLC methodologies - Agile, Waterfall, DevOps
- Technical leadership
- Collaboration and negotiation skills
- Customer communication
- Analytical Skills
- Policies and Procedure
- IT Regulatory Compliance
- IT Security
- Decision Making

- Conflict and Risk Management
- Project / Program Management
- Change Management
- Presentation Skills
- Problem Solving
- Organizational Skills
- Financial Management Skills
- COTS Implementation, Conversion and Migration
- Data Visualization
- Cloud Computing (AWS, Azure)

WORK HISTORY

Senior Information Technology Project Manager, 11/2016 - Current
Mantech International Corporation – Morgan, UT

- Provided management and program oversight on IT infrastructure and security projects to support G&A and Business Units developing, implementing, marketing, and supporting strategic goals.
- Directed security implementation of the Network Access Control solution that identifies and ensured the security posture of 30,000+ networked devices.
  Implemented Data Loss Prevention capabilities for 10,000 endpoint devices and 6,000 email accounts.
- Executed IT business continuity and disaster recovery plans for infrastructure environments hosting RTI systems and data.
- Successfully managed datacenter relocation moving infrastructure to an off-site location.
- Provided Finance program management Implementing an internal machine-learning application that connects people, publications, clients, and proposals by utilizing structured RTI data and a Pinterest-like user interface to easily locate important data successfully improving customer satisfaction.
- Established a proposal tool using Artificial Intelligence (AI) and Immersive Technology to enable proposal writers' access to historical proposals to support the business development and proposal process.
- Developed a revenue prediction application leveraging analytics and statistical data modeling to provide real-time revenue forecasting from backlog, pipeline and award data to generate insights that are easily accessible.
- Created and facilitated communication channels through organization for projects and operations building relationships across the organization through project-based activities.
- Supported data, cyber security, and IT regulatory compliance initiatives, managing quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Wrote and implemented new rework procedures to standardize processes and streamline workflow, updating and creating policy and procedures around IT security and data integrity.
- Mentored quality control personnel ensuring adherence to SOP and work instructions.
- Partnered with procurement in the sourcing of vendors to provide security infrastructure solutions overseeing contract development and execution with vendor.

Director, Project Delivery, 07/2010 - 10/2016
Hcsc – Downers Grove, IL

- Managed project oversight of multimillion-dollar implementations of licensing and regulatory COTS solutions for government agencies to provide licensing regulatory software.
- Led large cross-functional teams; establishing new processes to ensure adherence to all PM and BA methodologies.
- Supported Sales team with business development, proposals and contracting to new opportunities.
- Provided 1st level of customer escalation
- Managed program financials including P&L and budget.
- Provided leadership to staff of 32, Project Managers, Business Analyst and QA personnel, defining project roles and responsibilities,and improve communication among functional areas and global teams.
- Partnered with HR and Talent Management to define position profiles, job postings and interviewing methodologies and best practices
- Responsible for building delivery teams; recruiting, developing and mentoring project staff.
- Key contributor to develop and implement Project Management Office Developed best practices, techniques, and tools for project planning, execution, project management, ongoing milestone/deliverable tracking, communication, and key performance metrics.
- Project managed and implemented web-based application solutions for MicroPact's product offerings – Versa, CAVU and Entellitrak.

Various Technical Mgmt Positions, 08/2000 - 03/2010
Nortel Networks – City, STATE

- Unified Communication (UC) Program Manager (2007 – 2010)
- Information Systems (IS) Program Management & Business Operations Manager (2006-2007)
- Professional Services Manager, S/W Development and Project Management (2001 – 2006)
- Product Manager for a Joint Venture with ARRIS (2000-2001)

EDUCATION

Bachelor of Science: Electrical Engineering
University of New Brunswick - Fredericton, NB, Canada

CERTIFICATIONS

- Project Management Professional (PMP)
- Certified Scrum Master (CSM)