

JESSICA CLAIRE

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SKILLS

- Zendesk and other ticketing software
- Atlassian suite (JIRA, Confluence, etc.)
- Support ticketing and documentation
- Linux, Window, Administration
- IT help desk support
- Application installations
- Discharge Planning
- Technical issue analysis
- Application support
- Debugging
- Customer service expert
- Data recovery
- Desktop support
- Mac systems
- TCP/IP
- Technical issues analysis
- Teamwork
- Conflict resolution
- Flexible & Adaptable
- Good listening skills
- Supervision

EDUCATION

- The University of Texas At Austin**
Texas • 11/2021
- IT Certification**
- Continuing education in Full Stack Web Developer
- Fresno Pacific University**
Visalia, CA • 05/2015
- BBA:** Business Administration Sales And Marketing
- Professional development completed in Business Administration Sales & Marketing

PROFESSIONAL SUMMARY

Experience in Linux/Windows/Network administration, IT Help Desk Support, or other IT Operations Support desirable Experience with other help desk ticketing systems highly preferred Skilled. Almost 8 years experience in technical support or other customer facing roles Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics. Competent Information Technologist well-versed in assisting users with diverse computer system, mobile device and peripheral equipment problems. Familiar with security standards and usability optimization. Effectively operates autonomously to troubleshoot and fix concerns. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

LINKS

- <https://www.linkedin.com/in/waleed-Claire-808a6aa5/>
- <mailto:resumesample@example.com>

WORK HISTORY

State Of Arkansas - Information Technology Assistant
Any City In The Listed Countie, AR • 02/2021 - 10/2021

- Patched software and installed new versions to eliminate security problems and protect data.
- Configured hardware, devices and software to set up work stations for employees.
- Analyzed Technical issues to identify troubleshooting methods needed for quick remediation.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Helped streamline repair processes and update procedures for support action consistency.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Monitored systems in operation and input commands to troubleshoot areas.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.

Liggett Vector Brands - Retail Sales Account Manager
City, STATE • 05/2019 - 09/2021

- Improved account management by predicting potential competitive threats and outlining proactive solutions.
- Secured high-value accounts through consultative selling, effective customer solutions and promoting compelling business opportunities.
- Liaised with store manager to set up visually appealing layout for store merchandise.
- Controlled shipments, inventory, purchasing and inspection to reduce workflow gaps.
- Maintained responsibility of sales, contracts, negotiations and reporting for account worth over \$100K.
- Boosted customer satisfaction by providing teams with training and skills to optimize service delivery in alignment with individual needs.
- Consistently achieved top ranking in revenue and profit growth.
- Leveraged strategic planning to penetrate key accounts.
- Utilized SaaS to track customer information and drive purchases of new Product as well as providing exceptional client satisfaction.
- Directed training and performance monitoring for 50 staff members.
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- Oversaw preparation and distribution of promotional materials and flyers.
- Conducted inventory analysis to determine optimal stock levels.
- Reduced workflow downtime by ordering supplies and organizing stock to meet demand.
- Contributed to leadership team for implementing company policies and procedures.
- Analyzed operational expenses and cost of inventory to identify losses and developed strategies for increased profits.
- Supported human resources by responding to candidates and prescreening, interviewing and hiring team members.

Luxottica - Sunglass Regional Manager
City, STATE • 03/2011 - 04/2019

- Leveraged profit opportunities by recruiting top talent and managing brand image to exceed plan performance.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Collaborated with internal teams and suppliers to evaluate costs against expected market price points and set structures to achieve profit targets.
- Defined locations, dealers and investors to drive product sales and foster brand expansion.
- Developed brand expansion initiatives across sales, marketing, and advertising campaigns.
- Improved customer experience by creating custom showrooms across retail locations.
- Supervised staff to optimize brand expansion initiatives and productivity.
- Held weekly meetings with Sales team to identify techniques to overcome sales obstacles.
- Achieved retail market share goals by developing and executing dealer event-oriented marketing promotions.
- Developed promotional plans to complement national sales initiatives.
- Boosted brand growth by devising strategic network and marketing tactics.
- Attracted new clientele and developed customer relationships by hosting product-focused events.
- Assessed each location's individual and team performances, analyzing data trends to determine best methods to improve sales results.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty and enhancing operations.
- Identified above-average stores for acquisition of under-performing stores, and implemented change management and network restructuring strategies.
- Built and deepened partnerships with industry leaders to strengthen collaborative efforts and promote mutual profitability.

ACCOMPLISHMENTS

- GitHub, Stack Overflow, LinkedIn4+ Years Exp.
- 3+Yrs.
- SaaS 6+Yrs.
- Web Dev.
- 18+Projects 10+Clients.