# JESSICA CLAIRE

✉ resumesample@example.com

☎ (555) 432-1000

📍 100 Montgomery St. 10th Floor

## SKILLS

- Agile
- Six Sigma
- Software Development
- Leadership
- Full-stack development
- Project management
- Budgeting
- Salesforce
- Public speaking
- Business Analysis
- JavaScript
- Microsoft SQL Server
- TFS
- Software Testing
- Product Management
- Systems Engineering
- Visual Basic
- Application Development
- NET Framework
- C#
- Employee Interviewing
- MySQL
- Languages
- Japanese - Beginner
- Training Method Development
- Management Consultation

## EDUCATION

**Saint John's University**
Collegeville, MN

*Bachelor's degree:* Visual and Verbal Communications Media

## PROFESSIONAL SUMMARY

Seasoned information systems Director of Information Technology experienced leading IS teams and overseeing and streamlining company data and voice communications infrastructure. Directs IT department operational activities and provides solution support that enhances mission-critical business operations. High level of competency with ASP.net and Visual Studios and advanced C# Development with proven to lead and manage projects with high levels of technical and functional complexity.

## WORK HISTORY

**National Community Renaissance - Director of Information Technology**
*West Covina, CA • 10/2019 - Current*

- With 5+ years of experience and proven leadership skills
- Increased customer satisfaction by 45% and sales by 88% for products and services
- At Platinum, increased the efficiency of the manual processes by use of proprietary automation and expanded the customer base by 283%
- Eager to drive ROI and technological innovation for whatever comes next..
- Authorized to work in the US for any employer
- Willing to relocate anywhere, Developed an E-Commerce Site that uses a Multi-Dimensional Shipping Algorithm
- Architect scalable data and analytics solutions sites for small/medium size businesses
- Streamlined the manual process by designing and implementing a proprietary platform for automation, resulting in a 27% efficiency increase
- Initiated and coordinated the implementation of new data security measures across the company's IT infrastructure
- Coordinated the adoption of the Agile methodology across all departments
- Managed several Virtual and Physical Servers (File, Print, Application, Web, & Database) and facilitated the migration to a nearly a 100% virtual presence.
- Developed and implemented technical application support and information technology policies and procedures that advanced investment needs, outcomes and performance measurements to balance continuous innovation with responsible risk-taking.
- Managed teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
- Analyzed department and job-related functionality requirements to align technology priorities with business needs.
- Identified opportunities for application optimization, redesign and development and troubleshot and resolved user and application issues.

**Ametek, Inc. - Application Systems Engineer**
*Middlefield, CT • 05/2009 - 10/2019*

- Orchestrated various components across the organization to provide business solutions
- Coordinated with business users and management to align technology solutions for business needs
- Designed and deployed proof of concepts to provide validation on specific business objectives
- Mentored other developers on software development approaches and architecture
- Documented high level design and conceptual architecture for review with stakeholders
- Led R&D prototyping of new products including developing cost models, internal Beta platforms
- Served as lead on multiple development projects, consistently achieved all deliverable objectives
- Championed, promoted, and implemented agile methodology across Home Mortgage Business Lines
- Produced and presented documentation, training, and standard operating procedures for best practices
- Worked to develop BRD's and FSD's for Applications during a Technology Integration
- Stabilized development by providing a foundational source and document repository (TFS)
- Developed testing software that saved 7.6 million dollars in salaried hours over the course of a calendar year
- Worked closely with other team members in such tasks as troubleshooting and debugging.
- Participated in system development life cycle from requirements analysis through system implementation.
- Unified disparate data structures and operating environments during revamps of processing facilities, data centers and more.
- Generated customized architecture specifically optimized for several database technologies.
- Created sets of pre-fabricated systems architecture models for deployment at multiple facilities across enterprise-class organizations.
- Created multi-site system architecture plans to reduce redundancy across entire organization.
- Incorporated cloud architecture into new facility planning, reducing need for on-site equipment and technical support personnel.
- Engineered architecture and infrastructure for 10,000 + users.
- Performed quality code review and removed technical debt and security vulnerabilities.
- Mentored team for mortgage services and supported key clients in development efforts, establishing standards, determining specifications and ensuring compliance with federal, state and local regulations.

**Microsoft - Product Manager**
*City, STATE • 04/2008 - 05/2009*

- Increased annuity penetration, specifically through licensing sales efforts, for Best Buy for Business
- Maintained a SharePoint portal solution to promote collaboration among disparate business units
- Program manager for volume licensing sales at Best Buy for Business (BBFB)
- Business analysis and design for enhanced email and internet advertising solutions
- Worked with Microsoft and BBFB executives to develop several new training opportunities
- Developed technical relationships within Best Buy, which led to new and exciting potential
- Created reporting tools that have led to a more efficient use of purchasing dollars and resources
- Directed concept design, feature definitions and production support.
- Consulted with product development teams to enhance products based on customer interest data.
- Monitored market trends and competitor performance and analyzed gaps to update promotional strategies and maximize sales.
- Closely collaborated with project members to identify and quickly address problems.
- Presented category insights and new item recommendations to major retailers and led teams in developing marketing, pricing, product and sales strategies.

## ADDITIONAL INFORMATION

- Six Sigma Green Belt

## AFFILIATIONS

- Hobey Baker Memorial Award Foundation January 2014 to Present
- 2023 Chairmen of the Hobey Baker Committee