

JESSICA CLAIRE

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- 📍 100 Montgomery St. 10th Floor

SKILLS

- Remote Conferencing Support
- Hardware Updates
- Office Center Operations
- Customer Support Needs Assessment
- Hardware Upgrades
- Windows 10/11
- Technical Troubleshooting
- Hardware Diagnostics
- System Testing
- Software Management
- Performance Monitoring and Optimization
- User Support
- Data Backup
- Hardware Installation
- Application Configuration
- Virus Protection
- Software Licenses and Patches
- Automation Management
- Mobile Device Management
- Virtual Machine Operation
- Remote Conferencing Support

EDUCATION AND TRAINING

University Of Applied Science
And Technology
TEHRAN-IRAN • 07/2015

Bachelor of Science: IT E-commerce

- Completed coursework in Network+ , Excel ,Photoshop And ICDL

SUMMARY

Accomplished IT with over 20 years of information technology support experience. Tech-savvy professional well-versed in installing and configuring computer systems, diagnosing hardware and software defects and supporting new application roll-outs. Graduate in Information Technology in E-Commerce. Committed to providing efficient, high-quality support. Knowledgeable Information Technology ,assisting with process improvement implementation in diverse areas. Familiar with Industry, business practices and IT standards. skills in infrastructure, system management and enterprise operations.

EXPERIENCE

Department Of Homeland Security - Information Technology Specialist
Williston, VT • 03/2019 - 04/2023

- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Built and maintained successful relationships with service providers, vendors, dealers and consumers.
- Researched issues on various computer systems to determine resolutions to problems and answer inquiries.
- Provided on-site technical support after project implementation and recommended product changes and upgrades to product managers.
- Increased overall company performance through improved IT uptime and cost reductions.
- Coordinated installation of software systems and collaborated with user experience team on design and implementation of new features.
- Conducted technical reviews and trade-off studies to identify purpose, audience and scope.
- Directed account management and customer training on company technical software and tools for new accounts and new users.
- Maintained and controlled wireless network.
- Troubleshoot hardware issues and worked with service providers to facilitate repairs for end users.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Maintained records, logs and lifecycle documentation of work requests.
- Authored and distributed training manuals for handheld computers and devices used by staff.

Oak Street Health - DataCenter Specialist
Gary, IN • 10/2007 - 12/2017

- Planned and completed group projects, working smoothly with others.
- Maintained updated knowledge through continuing education and advanced training.
- Exercised versatility in fast-paced, agile work environments.
- Managed and resolved incidents according to service agreements.
- Employed refined project management skills for task completion.
- Maintained positive working relationship with fellow staff and management.
- Utilized document management system to organize company files, keeping up-to-date and easily accessible data.
- Oversaw quality control to identify inconsistencies and malfunctions.
- Set specific goals for projects to measure progress and evaluate end results.
- Determined consumer needs to provide products and services appealing to larger market.
- Analyzed key performance indicators to identify effective strategies.
- Tracked project schedules and encouraged teams to complete tasks on time while staying on budget.
- Organized client meetings to provide project updates.

Sam.Co - PC Assembler
City, STATE • 07/2004 - 07/2006

- Completed accurate assembly work by positioning and aligning components.
- assembly hardware on computers.
- Monitored processes, reporting abnormalities to management team.
- Assembled and completed products according to production schedules.

Mehr Baft - Sales Manager
City, STATE • 04/1999 - 07/2006

- Tracked monthly sales to generate reports for business development planning.
- Developed sales plans, goals, strategies and objectives to achieve team goals and revenue objectives.
- Maintained professional network of potential clients and business opportunities.
- Created and maintained sales environment to support business objectives.
- Analyzed business and sales targets using critical problem-solving skills.
- Established new accounts and serviced existing accounts maintaining professional relationships.
- Executed and created strategic sales plans to expand customer base and extend country reach.
- Tracked and analyzed key quantitative metrics and business trends relating to clients and partners.

LANGUAGES

English: Negotiated: Persian: Negotiated: