

Summary

PROFESSIONAL OBJECTIVE: Seeking position as an Information Technology Director that will utilize my greatest strengths as well as my education: building strong relationships as a Coordinator with colleagues in person and on phone, producing quality work products, thinking clearly in crisis, reacting with grace under pressure, solving technology problems with my highest quality technical knowledge, thinking through all issues in a business context, serving with loyalty and reliability.

SUMMARY OF KEY QUALIFICATIONS: Ability to work in a diverse and dynamic environment Excellent communication and people skills Ability to work under pressure Ability to troubleshoot complex technical problems in a timely manner Very thorough and attentive to detail.

Skills

- OPERATING SYSTEMS/HARDWARE/SOFTWARE/WEB DEVELOPMENT TECHNOLOGIES
  - Windows 10/11, Linux, MAC OS X (All Versions)
  - MS Server 2019, SQL Server Admin, AASI, APS,
  - WordPress, Adobe Creative Cloud, MS Office 365
  - Davinci Resolve, Canva, Ecamm LIVE, Streamyard, Logic Pro X
- Verbal and Written Communication
  - Music and Sound Editing Software
  - Graphics and Photo Imaging Software
  - Live stream (YouTube) and Remote Production

Experience

Director, Information Technology, 07/2014 to Current

Aimbridge Hospitality – Mount Laurel, NJ

- Coordinated activities with other departments to expedite work and improve interdepartmental performance.
- Analyzed problematic situations and occurrences to provide solutions and facilitate company survival and growth.
- Cultivated and maintained relationships to promote positive work culture.
- Developed and presented new ideas and conceptualized new approaches and solutions.
- Information Technology Support both Network Infrastructure and Servers
- Updated Wireless Network to Wireless NA
- Implemented New Backup Procedure using Veeam
- Provided Desktop Application and Hardware Support for all Union Office PCs and Macs
- Facilitated Implementation and provided ongoing support for Division Wide Payroll Software
- Facilitated Implementation and provided ongoing support for Division Wide Accounting Software
- Facilitated Implementation and provided ongoing support for Church and School Accounting Software
- Successfully implemented Office 365
- Relocated Servers to Offsite Tier 3 Data Center
- Managed Zoom Enterprise Tenant for Atlantic Union Conference
- Provided Remote Production Services for Union Wide and Local Conference Events
- Implemented Cyber Security Awareness Training using Know Be 4 Implemented Cyber Security Insurance

Systems Analyst II, 03/2001 to 06/2014

Thermo Fisher Scientific Inc. – Fairport, NY

- Maintained and created user account profiles and passwords, facilitating company-wide security.
- Tested newly installed programs and applications to validate operability.
- Assisted with post-implementation troubleshooting of new applications and application upgrades.
- Troubleshot and resolved problems with programs and systems.
- Help Desk support (Implementation, troubleshoot, network resolution, and Analysis)
- Network management user support
- Maintaining, creating, and deleting users
- Converting users from old domain to the new 2003 active directory using active directory migration tool
- Web content management and development
- Converted old static-page website to new dynamic web content management system
- Update existing website as needed
- Create new web pages as required
- Manage online databases
- Web Programming using active server pages
- Special Projects as assigned:
- Leased PC deployment
- Utilize the help of coworkers in a manner that encouraged teamwork

Network Administrator, 07/2007 to 05/2014

Center For Health Care Services – San Antonio, TX

- Supported both Network Infrastructure and Servers
- Provided Desktop Application and Hardware Support
- Installed and supported hardware and software for desktops, servers and printers.
- Worked closely with end users to solve problems related to hardware and software.
- Monitored system upgrades, patches and new configurations.
- Managed employee access, security roles and permissions.
- Handled network configurations after hours and on weekends to alleviate downtime and maintain smooth operations.
- Determined and alleviated hardware, software and network issues.
- Supported various operating systems and server technologies.
- Provided troubleshooting and testing to support network.

Manager, Academic Computing, 08/1999 to 03/2001

Valvoline Inc. – Apopka, FL

- Recruited and hired qualified candidates to fill open positions.
- Trained employees on additional job positions to maintain coverage of roles.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Led team meetings and one-on-one coaching sessions to continuously improve performance.
- Exercised good judgment and decision-making in escalating concerns and resolving issues.
- Monitored staff performance and addressed issues.
- Lab assistant management
- Hardware maintenance
- Server administration
- Software installation/management
- Faculty PC support
- Webmaster Responsibilities included: Web page design and maintenance

Computer Technician, 06/1998 to 08/1999

Valvoline Inc. – Argyle, TX

- Facilitated Computer/User relationship by ensuring lowest possible computer down time and also helping users achieve the highest possible on-the-job program utilization
- Responsibilities included: Hardware troubleshooting, Resolution of network problems - from rebuilding a crashed server to printing services
- Helpdesk support - Weekly reports on time allocation in Lotus Notes
- PC troubleshooting and repair, new PC setup Upgrades to hardware and software Y2K compliance testing and fixing

Computer Technician, 08/1994 to 06/1998

Atlantic Union College – City, STATE

- Identified hardware issues caused by component failures using approved diagnostic tools.
- Trained users to operate and manage hardware and software.
- Facilitated implementation of payroll bar-code time card readers
- This project involved user training/support, development of translation software, and payroll processing
- Designed and implemented tutorials for office applications that helped users achieve higher on-the-job utilization
- Responsibilities included: Hardware problem resolution
- Assembly/upgrade and testing personal computers
- Troubleshooting and resolution of network problems
- Setup internet workstations and other related work on a Novell 3.11 network

Education and Training

Master of Science: Information Technology, 05/2007

Bentley College - Waltham, MA

Bachelor of Science: Computer Information Systems, 01/1997

Atlantic Union College - Lancaster, MA

Who's Who Among Students in American Universities and Colleges

Languages

- English:

Negotiated:

Portuguese:

Negotiated:
- Spanish:

Negotiated:

Websites, Portfolios, Profiles

- <https://youtube.com/c/JessicaClaire>
- <https://JessicaClaire.link/blog>
- <https://JessicaClaire.link/bio>