

# JESSICA CLAIRE

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## Professional Summary

Enthusiastic Information Technology Specialist eager to contribute to team success through hard work, leadership, skillful multi-tasking, and problem-solving abilities to aid in the operation of the state department. Experienced in managing day to day application operations. Successful at opening up communication between departments and meeting project demands. Analyzes data, supports security, organizes and continues to remain motivated to learn, grow and excel.

## Skills

- Cerner Millennium
- Windows
- Microsoft Office Suite: Excel, Power Point, Word, Outlook, LiveCycle, Visio
- Business Information Systems
- Consultation
- Data analysis
- Information Systems
- Explorer
- Leadership Skills
- Microsoft Office Suite
- Organizational
- Troubleshooting
- Relationship development
- Business operations
- Problem resolution
- Process improvement
- Customer service
- Project organization

## Work History

### Information Technology Specialist I, 05/2018 to Current

City Of Copperas Cove – Copperas Cove, TX

- Create support documentation that empowered and extend skills, leverage system features and find resolutions to questions without intervention from support team.
  - Manage customers' expectations of support and technology functionality in order to provide positive user experience.
  - Resolve escalated issues by serving as subject matter expert on wide-ranging issues related to Cerner Millennium.
  - Lead internal product training to train support team, end-users and new employees.
  - Develop and maintained strong client relationships to deliver exceptional customer service and problem resolution.
  - Use ServiceNow ticketing system to manage and process support actions and requests.
  - Conduct new software implementation and roll-outs across business enterprise.
  - Review current and proposed system changes in order to determine potential risks and mitigation strategies.
  - Work closely with management and program services teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
  - Attended regular client meetings to report project progress and address questions.
- Lead in the design and development of environment management and operational procedures.

### Associate Information Systems Analyst, 11/2016 to 05/2018

Vitera Healthcare Solutions – Pittsburgh, PA

- Led teams of internal and external stakeholders for successful implementation of the Electronic Health Care System (EHRS).
- Served as the EHRS technical lead for the Mental Health, Nursing, and Scheduling business areas and recommended procedures and standards in compliance with technology best practices.
- Led the design and development of complex enterprise system components in support of EHRS Scheduling Appointment Book.
- Performed business and data analysis and planned coordinated approved application changes and repairs between all interested parties.
- Provided training to help desk staff and lower level IT support staff in preparation and ongoing EHRS Support.
- Investigated and managed customer inquiries and took appropriate action regarding technical problems.
- Completed configuration modifications as well as performed system testing.
- Supported all other aspects of maintenance and operations.

### Assistant Information System Analyst, 05/2014 to 11/2016

California Correctional Health Care Services, CCHCS – City, STATE

- Acted as first level support by identifying and resolving complex customer issues.
- Followed up on customer inquiries that could not be immediately resolved and verified resolution and satisfaction of service requests.
- Using departmental standards and software, remotely logged into customer workstations by providing backup support for field IT staff.
- Coordinated with field IT staff in restoring network and application access as a result of server and/or network failures.
- Provided special services to program staff, production staff, and other customers relating to IT support.
- Provided training for new/existing IT staff / management by creating training documentation. Assisted other Held Desk agents with training/technical support on customer issues to improve 1st call resolution.
- Researched and analyzed Solution Center data and inventory to create customized, detailed reports for IT management.
- Worked with vendors, contractors, and other CCHCS staff to identify/troubleshoot/resolve the most complex IT issues. Provided system administration functions for CCHCS/CDCR applications.

## Education

No Degree: Computer Science

Los Rios Community College - Sacramento, CA

High School Diploma: 2002

Rio Linda High School - Rio Linda, CA