# JESSICA CLAIRE

100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

## Summary

Dedicated employee known for punctuality, pursuing employment options where good customer service and positive attitude will make a difference.

## Skills

- Security oversight
- Safety protocol
- Project coordination
- Process improvement implementation
- Hardware updates
- Software licenses and patches
- Audit support
- Document management
- Network infrastructure updates
- Permissions management
- Troubleshooting and diagnostics
- System updates
- New program installations
- Diagnosing issues

## Experience

**Information Technology Specialist**, 01/2019 to 03/2021
Schoolmint – Remote, OR

- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Kept hardware and software systems current with latest patches and current licenses.
- Researched issues on various computer systems and databases to determine resolutions to problems and answer inquiries.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Built and maintained successful relationships with service providers, vendors, dealers and consumers.
- Maintained and controlled server room, wireless network, and server infrastructure.
- Tested performance, functionality and security of network systems, individual workstations and peripheral devices.
- Maintained records, logs and lifecycle documentation of work requests.
- Mentored other technologists and support professionals to provide professional development and skill enhancement.
- Developed online documentation for common processes for both support staff and end-users.
- Troubleshot hardware issues and worked with service providers to facilitate repairs for end users.
- Increased overall company performance through improved IT uptime and cost reductions.
- Performed continuous assessments of network structure, business content filters and security firewalls.
- Provided on-site technical support after project implementation and recommended product changes and upgrades to product managers.
- Authored and distributed training manuals for handheld computers and devices used by staff.
- Executed scripts to communicate with back-end servers and provide real-time updates.
- Devised incisive workarounds and resolutions for IT-related problems.
- Assessed customer bug reports and enhancement requests and prioritized development to streamline response.
- Implemented unit and integration testing protocols to consistently deliver high quality, functional features with minimal defects.
- Directed account management and customer training on company technical software and tools for new accounts and new users.
- Led working groups to develop mitigation strategies and prepare standard operating procedures.
- Devised automation, backup and recovery protocols to preserve and safeguard data.
- Scheduled ongoing performance assurance for software applications and automated performance test scripts.
- Coordinated installation of software systems and collaborated with user experience team on design and implementation of new features.
- Audited security program and installed IP cameras across multiple platforms as part of larger building and tenant safety program.
- Implemented system security and data assurance software.

**Information Technology Specialist**, 01/2018 to 01/2019
Schoolmint – Lafayette, LA

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**Front End Associate**, 02/2015 to 06/2018
The Tjx Companies, Inc. – Brighton, MI

- Maintained clean and clutter-free front-end area.
- Greeted customers upon arrival and offered assistance with locating store merchandise.
- Processed and completed cash or credit transactions accurately.
- Re-stocked check-out line and end-cap displays with new merchandise.
- Collected and relocated shopping carts, baskets and reusable bags to appropriate areas.
- Operated cash register, collected payments and provided accurate change.
- Packaged, transported, and loaded customer orders into shopping carts and vehicles for carry-out or pick-up service.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Helped customers find specific products, answered questions and offered product advice.
- Worked closely with front-end staff to assist customers.
- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Trained new team members in cash register operation, stock procedures and customer services.
- Met high productivity standards in processing payments for customers.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.
- Helped with purchases, locating items and signing up for rewards programs.
- Maximized sales potential by preparing, storing, rotating and merchandising products at point-of-sale.
- Learned roles of other departments to provide coverage and keep store operational.
- Scanned customer purchases and supported transactions to streamline sales process.
- Inventoried stock and placed new orders to keep supplies within optimal levels for expected demands.
- Answered customer quests, provided store information and escorted to desired store areas.
- Observed company return policy when processing refunds by inspecting merchandise for wear or damage.
- Promoted specific item options to drive sales and achieve add-on purchases.
- Assisted customers with account updates, new service additions and promotional offers.
- Maintained professional store appearance by inspecting checkout areas and directing team members in cleaning, trash removal and other actions.

## Education and Training

**Associate of Science**: Information Technology, 02/2018
**Valencia College** - Orlando, FL