JESSICA CLAIRE

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WEBSITES, PORTFOLIOS, PROFILES

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PROFESSIONAL SUMMARY

LEADERSHIP PROFILE: Executive-level IT with 10+ years of management experience, including leading large complex programs over multiple releases. A servant leader with 10+ years of IT leadership of complex program management, product development experience, and IT technical operations support. Background in successful IT implementation, 4+ years in financial sector core conversion, and 5+ years of business integration experience. Successfully manages multiple high-level projects and teams in an ever-changing business environment.

SKILLS

- Servant Leadership
- Information Security
- Excellent Problem Solving & Conflict Resolution
- Strategic Direction & Planning
- Network Design & Cloud Implementation
- Quality Assurance Management

- Risk Identification & Management
- Financial Services Products & Retail Systems
- Vendor Management & Negotiation
- Leadership & Development
- Microsoft Office 365 & Google Workspace
- Software as a Service (SaaS)

WORK HISTORY

Director of Information Technology, 07/2017 - Current
Electronic Systems – Raleigh, NC

- Oversee IT operations; provide executive presence continuously enhance network security, reliability, infrastructure, and mission-critical software applications.
- Leveraged innovative biometrics security technology software applications and lowered operational costs by 10%.
- Create, and monitor annual $2 million budget for department; saved 15% of IT budget.
- Negotiate vendor contracts, service level agreements (SLA), and 3rd party vendor negotiations.
- Saved bank $200K annually.
- Successfully manages multiple teams, builds strong relationships with both internal and external business clients.
- Leveraged Interactive Teller Machine (ITM) project.
- Increased accuracy eliminated human error; 25% (ROI).
- Design, develop, build, and manage scalable Hybrid network infrastructure to support company growth.
- Windows 10 migration; saved 100k.
- Increased network performance and up-time to 99.9%.
- Maintain IT business continuity, disaster recovery, risk management policies procedures.
- Excellent communicator; leverage technical, business, and financial acumen to communicate effectively with client executives and C suite members.
- Establish Key Performance Indicators (KPIs) to evaluate and improve processes within the department to meet company strategic goals and objectives.

Information Technology Manager, 07/2016 - 07/2017
Community College Of Aurora – Aurora, CO

- Revitalized relationships between business end-users, IT staff members, and executive members increasing productivity, minimizing downtime, enhancing user experience, and internal customer satisfaction.
- Increased productivity by %15.
- Manage enterprise migration projects, align processes, system deployments, and management practices to ensure projects meet or exceed business goals.
- Successfully designed, implemented, and completed Windows Server 2016 terminal server migration.
- Providing optimal network performance and up-time of 99.7%.
- Lead audit and exam processes; facilitate responses to questions during audits/exams, keeping executive management abreast of any potential findings or compliance issues.
- Manage day-to-day operations of IT department.
- Provide end-to-end application and technical support, information, assistance, and training to business end-user customers.

Senior IT Project Manager, 06/2010 - 11/2016
Conduent Incorporated – Miami, FL

- Leveraged changes to project scope and cost and implemented appropriate change management processes to keep projects on track.
- Diligent project manager with a proven record of success leading all phases of diverse technology projects.
- Mentored, managed, and trained a team of 6 IT Project Managers and Business Systems Analyst.
- Subject Matter Expert (SME) served as technology liaison between vendors, business, and information technology client partners.
- Creates and manages yearly Op-Ex budget of over $3,000,000.00 consisting of multiple simultaneous projects.
- Successfully managed 35 Hosted Virtual Desktop Cloud call center migrations projects in 20 different states; saved $900,000 in vendor and overhead costs.
- Worked closely with call center Directors and Managers. Subject Matter Expert (SME) managing cloud migration. %18 ROI.
- Expert in Agile and Waterfall project management methodologies. Produce high-quality deliverables that meet or exceed timeline and budgetary targets.

Lead Regional Information Systems Coordinator, 02/2001 - 06/2010
Dobson Communications Inc – City, STATE

- Managed team of 8 IS Coordinators in 2 Data Call Centers.
- Provide technical support to business customers; committed to providing customer service tailored to meet customer's needs.

EDUCATION

Masters of Science: Information Technology Management, 2021
Western Governors University - Salt Lake City, UT

Bachelor of Science: Business Management, 2013
Western Governors University - Salt Lake City, UT

ACCOMPLISHMENTS

- Board Member: Western States User Group (WSUG) 2019 - 2021.

ADDITIONAL INFORMATION

- Awarded Key Contributor the year in 2013, for outstanding technical service and leadership. Awarded Technology Achievement award winner in 2010 for excellent customer service and quality of work.

CERTIFICATIONS

CompTIA Project+
Certified Associate in Project Management (CAPM)