

JESSICA CLAIRE

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SUMMARY

Highly motivated problem solver, effective communicator, and technician seeking transition from the U.S. Navy into a civilian career. Successfully completed 1 overseas deployment. Works well with team members and groups from diverse backgrounds. Experienced in technical troubleshooting, team management, administrative accountability, and supply management.

SKILLS

- Military experience
- Secret security clearance
- Desktop Support
- Software debugging
- Troubleshooting and Diagnostics
- Data Entry
- Customer service expert
- Equipment maintenance specialization
- Strong verbal communication
- Radio Frequency Transmission and Signal Processing
- Team Lead
- Network and system security
- Adept at training coworkers and new employees
- Safety oriented
- Root cause analysis
- Forklift operator
- Boom Lift operator
- Scissor Lift operator
- Mission oriented

EXPERIENCE

Information Technology Specialist, 10/2021 - 12/2022

Department Of Defense – Barstow, CA

- 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.
- Maintained records, logs and lifecycle documentation of work requests.
- Reviewed requests for service to resolve IT difficulties, documenting and fielding tickets to improve problem resolution.
- Monitored IT use to maintain compliance with established processes, policies and guidelines.
- Tracked and prioritized IT tickets and requests based on severity and potential business disruptions involved.
- Maintained working knowledge of current hardware and equipment by completing required training and reading applicable literature.
- Maintained strong call control and quickly worked through scripts to address problems.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Helped clients navigate online systems within established frameworks to obtain services.

Lead Maintenance Technician, 04/2020 - 07/2021

Firstservice Residential – Cliffside Park, NJ

- Inspected, replaced and repaired defective parts and completed preventive maintenance.
- Created and assigned work orders, delegated tasks and supervised work.
- Oversaw technicians and delegated duties.
- Monitored work order completion and worked with other team members on complex projects.
- Maneuvered forklift over and around loaded pallets, boxes and other materials.
- Maintained current forklift training and certification as required by company policies.
- Performed troubleshooting and diagnostic procedures on systems and components of forklift models.
- Read and followed schematics and diagrams for mechanical, electrical and hydraulic systems.
- Assessed equipment to determine cause of issue or malfunction and identified appropriate repairs.
- Explained technology-related details in easy-to-understand terms to individuals from different backgrounds and in various job positions.

Fire Controlman, 02/2014 - 01/2019

United States Navy – City, STATE

- Graduated Boot camp April of 2014
- Promoted to the rank of E-2

-Lead radar technician

- Operated and performed maintenance on all missile launch functions
- Aided senior leadership by generating reports for executive decision-making support
- Directed and controlled crowds at base functions and organized and recorded facts to prepare incident reports
- Performed fault isolation radar systems for deployment readiness
- Volunteered for the United States Honor Guard as team lead
- I've led over 25 ceremonies for naturalizations resulting in 315 new US citizens
 - Mentored over 3k sailors freshly out of boot camp with personnel and clerical duties
 - 2015 promoted to the rank of E-3
 - Barracks Supervisor

-Led room inspections for cleanliness and uniform inspects

- 2015-17 stationed in Virginia Beach for training
- 2016 promoted to 3rd class petty officer
- 2017 stationed in San Diego C.A.

Server Support Team Lead, 10/2012 - 01/2014

Applebee's Neighborhood Grill – City, STATE

- Supplied accurate course and technique information.
- Maintained detailed records of what customers wanted and ordered, helping to increase profits when those customers returned at later date.
- Provided onsite training.
- Input customer data using Microsoft software and made immediate updates to reflect room changes.
- Provided excellent and professional service to ensure guest satisfaction.
- Processed incoming mail and packages and placed envelopes in bins to be dispersed to personnel in different staffing departments.
- Closed down kitchen after each shift and precisely followed closing checklist for kitchen stations.

EDUCATION AND TRAINING

High School Diploma: 2012

Allatoona High School - Acworth, GA

Military certificate: Basic electronics training, 2014

Apprentice Technical Training - Chicago, IL

- AC/DC Circuits
- Digital Electronics
- First Aid
- Motor and Generators
- Motor Controls
- Radar Systems

Electronics and Radar fundamentals certificate : Electronics and Radar fundamentals , 2015

A- School Electronics and Radar Stud - Chicago, IL

- Cable system installation and maintenance

- Electromechanical systems troubleshooting and maintenance

- Networking fundamentals

SPQ-9B Radar Technician , 2016

C-School - Virginia Beach, VA

- Electronic systems for troubleshooting and maintenance

- Performed preventive and corrective maintenance

- Ranked in top 3 percent of school

Rolling Airframe Missile certificate : Rolling Airframe Missile , 2016

C-School - Virginia Beach, VA

- Ranked number 1 sailor

- graduated top sailor in class with a 97.9%

- Electronic mechanical control systems