

Jessica Claire

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PROFESSIONAL SUMMARY

Multifaceted Leader of Programs and Technology Solutions with over 18 years in strong **technical leadership and program management** in High Technology, Energy and Fast Food industry, a with most recently handling \$240M revenue generating IT infrastructure programs for **cybersecurity companies**. Impeccable track record of **leading with agility** to meet strategic goals for the organization

SKILLS

- Software As a Service (SaaS)
- Portfolio and Program Management
- Technology Planning using Agile Methodologies
- Router, IT Infrastructure and Software Delivery
- Technical Leadership (HTTP/HTTPS, Networking, IDS/IP, Monitoring)
- Planning And Execution
- Vendor Management (RFP, Costing and Pricing)
- Team leadership and direction
- Compliance (PCI DSS, SOC2, ISO27001)
- Cloud and Security Implementation (Kafka, Hadoop, Cassandra, AWS)

WORK HISTORY

CONSULTANT 06/2022 to CURRENT

Infosys Ltd | Juno Beach, FL

- Leading the Transformation program of Cisco Secure for new acquisitions
- Enabling change within the Strategy and Planning group of Cisco Secure along with transformative processes to improve planning, execution and delivery of various products (Network Security, Zero Trust, SASE)
- Responsible for Long Range Strategic Planning (LRSP) for the year
- Responsible for the Earnings Highlights and MD&A for the GM

SENIOR MANAGER/ DIRECTOR, PROGRAM MANAGEMENT 02/2012 to 08/2021

Ecs Federal | Bethesda, MD

- Portfolio leadership in enabling efficiencies across consumer business by creating models for prioritizations for project inputs, budget consolidation, resource allocations and roadmap delivery for over 150 programs per quarter. Also let the Long Range Strategic Planning (LRSP) for the group
- Responsible for operational excellence and programs within IT Infrastructure, Platform, Partners and DevOps across consumer organization, with a charter to deliver on time and budget with laser focus on risk and dependency management
- Led the program management team of 10 program managers for DevOps, VPN , Cloud Platforms and Secure Home Platforms **across ISP/Telco partners** like Telefonica, Verizon, T-Mobile and CenturyLink for total revenue generation of \$140M, with particular focus on partner commitments and managing external expectations by delivering related infrastructure with planned SLAs
- Delivered Data center migration programs across 5 sites for revamp of on-prem server stacks to AWS cloud serving close to 2 Billion devices as part of a strategic focus to transition into a IaaS / PaaS model for the consumer division
- Created, executed and sustained the next gen Cloud Services Platform (CSP), with close to 300 Million transactions per day, for about 2 Billion devices across all McAfee consumer products that provides services like enrollment, analytics, pipeline management for product usage and multi-endpoint availability of subscription using **multiple technology integrations** like **Kafka, Cassandra, Hadoop, MongoDB and MySQL** over an Hybrid infrastructure (On-prem and AWS)
- Led multiple network rack-and-stack programs for above CSP platform over the course of 4 years that included installation programs, migration efforts from DC to DC, deployment and asset and server sizing, configuration, support, fault detection, incident management and monitoring using agile methodology and transition CI/CD model using Jenkins
- C-Suite and Senior Leadership stakeholder management for program and portfolio tracking using **KPI and OKRs with tools like Monday.com, Smartsheets** and Jira for added visibility into project deliveries and team performance against Goals set for the year
- Led multiple product compliance efforts that needed Security Audits, Compliance and follow through on Security DLC (SDLC) based on the CIA triads of SOC 2 and required design and execution of **PCI and PII**

SENIOR MANAGER 04/2003 to 03/2010

Smartbridge | City, STATE

- Executed delivery of various technical infrastructure and site deployment projects from Strategy to Implementation and Support for various clients across southern United States.
- Consulted with network engineering staff to evaluate hardware and software requirements for revamping IT systems including ERP, Infrastructure and Data Center migration from on-prem to a hosted DC (Rackspace) for large Fast Food chain with strong alignment with leadership
- Planned and executed installation and revamping of over 500 POS and BOS systems (1 per location) across southern United States for large Fast Food company in a span of 6 months, thus integrating all sales, employee and payroll data for a cohesive view of revenue and expenses. Each site needed a network setup of routers, switches, UPS backup, a BOS and 4-5 POS installations

DIRECTOR, PROGRAMS AND PRODUCT SOLUTIONS 09/2021 to 05/2022

Aura | City, STATE

- **Own the ISP/Telco solutions programs**, a \$40M revenue generating division, where primary focus is to deliver custom product solutions from concept to delivery and support across all Aura's product lines (Aura Suite, Aura Privacy, Aura Password Manager) working closely with sales, engineering, marketing, legal, security and other stakeholders
- Launched the Aura Suite product for Lumen, a customer base of 5 Million
- Build a team of 3 program managers and 1 product manager to engage and deliver programs from concept to support.
- Readied product requirements and research for Verizon's Digital Secure Pro for a customer base target of 15 Million
- Set up governance structures for portfolio and program planning and execution for the partner group along with Sales, Product and Engineering

PREVIOUS EMPLOYMENT

- KPMG, Arthur Andersen
- IT Strategy, Business Consulting to Energy companies (Halliburton, Reliant Energy), Technology Revamp programs

EDUCATION

MBA | Strategy 05/2008

Arizona State University, Tempe, AZ

Bachelor of Technology | Instrumentation And Control Engineering
University Of Calicut, India

CERTIFICATIONS

- Project Management Professional (PMP)
- Certified Safe Agile Practitioner