

JESSICA CLAIRE

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Professional Summary

Enthusiastic Information Technology Manager, Business Analyst, and dedicated employee with integrity, strong work ethic and great leadership skills. Advanced knowledge of Microsoft, Oracle, Linux portfolio Enterprise Resource Plan system. Exceptional organizational, project management and leadership skills. Adaptable assessor of business health, sales metrics and product success with efficiency in devising plans to devise acceptable solutions. Over 20 years of experience building revenues, improving processes and driving business growth through periods of ranging market health. Exceptionally aware of early warning signs of economic downturn with strategic adaptability.

Skills

- SQL Back-End and Database Skills
- Front-End Programming: Python, C#, VB.net, Java, HTML
- Documenting
- Revenue Development
- Business Process
- Web-Based Reporting Tools
- Software Solutions
- Project Management
- Software Programs
- Administration

Work History

Information Technology, Manager, 12/2010 to Current

Hyatt – Sarasota, FL

- Expanded cross-functional organizational capacity by collaborating across departments on priorities, functions and common goals.
- Achieved or exceeded financial goals on regular basis by controlling expenses, optimizing schedules and regulating inventory usage.
- Analyzed key aspects of business to evaluate factors driving results and summarized into presentations.
- Developed short-term goals and long-term strategic plans to improve risk control and mitigation.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Reduced Information Technology Budget by 75% within first year and have maintain same operating budget for last eleven years.
- Co-Developed highly complex VB.net front end and MS SQL Backend project with co-developer, managers and end-users.
- Generated reports, maintaining dimensional as well as relational data structures and managing operational data store and data warehouse.
- Developed applications and designed processes for transformation and data management from company-wide Microsoft SQL databases.
- Proficient in C# development language, Trouble shooting several small programs request for services applications.

Network Support Engineer, 11/2008 to 01/2010

Interactive Brokers Llc – New York, NY

- Diagnosed network problems involving combination of hardware, software, power and communications issues.
- Remotely analyzed and diagnosed complex network faults for office and Remote end-users, recommending and implementing corrective measures.
- Oversaw junior-level 1 help-desk support Tech, directing work orders while monitoring performance metrics and consumer feedback.
- Managed full network stacks and maintained uptimes of 99.98%.
- Designed and implemented cloud network infrastructures along with intra- and inter-data center connections.

Software Developer, 11/2007 to 11/2008

Proofpoint Inc – New Hampshire, OH

- Served as primary liaison between software customers and development team, relating feedback and concerns for future patch cycles.
- Consulted with clients to align future VB.net software development with customer priorities.
- Drafted visual representations of software architecture design for presentation to stakeholders.
- Created migration strategies to bridge development gaps between existing software architecture and future updates.
- Provided quality assurance testing for pre-release software through alpha and beta cycle development channels.
- Gathered and defined customer requirements to develop clear specifications for project plans.
- Met with project manager and team members to provide detailed project reports and milestone updates.
- Introduced agile methodologies and development best practices to division to enhance product development

Information Technology, Network Administrator, 11/2002 to 11/2007

Cenac Towing – City, STATE

- Installed, configured, and supported local area network (LAN), wide area network (WAN) and Internet system.
- Maintained network hardware and software and monitored network to support network availability to end users.
- Deployed antivirus and security solutions throughout entire system network.
- Configured networks for smooth, reliable operation to meet business processes and objectives.
- Achieved project deadlines by coordinating with contractors to manage performance.
- Identified plans and resources required to meet project goals and objectives.
- Performed day-to-day LAN and WAN administration, maintenance and support.
- Facilitated smooth network operations for twenty-five on-site users, and total of hundred users across thirteen locations for \$100 million inland Barge company

Education

Bachelors of Science: Information Technology Securities, 01/2006

ITT Tech - St Rose, LA.

Affiliations

Goal-oriented Information Technology leader equipped with powerful communication, coordination and analysis skills. Fully committed to providing and implementing dynamic, compelling solutions to the ongoing objectives of the organization. Works well in challenging, fast-paced, high-stress and deadline-oriented environments individually or as part of a team. Skilled in project management and digital technology; also, heavily experienced with customer, employee, and vendor relationships as well as technical support. Knowledgeable in creating detailed reports, documents and presentations. Focused on consistent quality work and a desire to simplify and innovate the daily operations of Corporate, Customer and Partner cultures.