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# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

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Detail-oriented Computer Technician with over four years of high-quality technical service experience serving a large community of internal and external clients. Looking to provide exceptional customer service troubleshooting and repairing a full range of desktop, laptop, multifunction printers, Microsoft Office products, and Remote Support Tools. Seeking a position to challenge me and further my education in Information Technology by attaining more experience and certifications.

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## SKILLS

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- Secret Security Clearance
- Windows Management
- Routing protocols knowledge
- Account security maintenance
- CISCO Router Management
- Active Directory
- Excellent communication skills
- Adept multi-tasker
- Image processing
- Excellent problem-solving abilities

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## WORK HISTORY

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**Information Technology Specialist**, 07/2011 - Current

**Mastec** – Salt Lake City, UT

- Oversaw implementation of application developments
- Identified and corrected performance issues
- Oversaw the daily performance of computer systems
- Ensured proper installation of cables, operating systems and software
- Maintained records of daily data communication transactions, problems and remedial actions taken
- Referred major hardware and software problems and defective products to vendors or technicians for service
- Trained users in the proper use of hardware or software
- Created and maintained databases, network accounts and programs for specific department needs
- Provided after-hours support for applications and project efforts when needed
- Ensured proper release and maintenance of all systems
- Installed software and operating systems on over thirty company computers monthly
- Restored data, operating systems, files, documents and drivers
- Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues
- Expert in tactical and technical guidance
- Used ticketing systems to manage and process actions taken
- Monitored over 1800 company-wide trouble ticket queues
- Troubleshoot and maintained all networking devices and infrastructure across the enterprise including switches, routers and firewalls
- Over four years of technical support experience

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## EDUCATION

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**Associate of Applied Science:** Cyber Security

**SUNY Orange** - Newburgh, NY

- Classes include Data Communications and Introduction to Networking, Computer Literacy, Information Security, Computer Hardware and Software, Operating Systems, and Criminal Justice courses

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## ACCOMPLISHMENTS

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- Awarded the Overseas Service Ribbon in 2014
- Awarded the Afghanistan Campaign Medal for serving during Operation Enduring Freedom in 2013-2014
- Award the Army Achievement Medal for outstanding service and proving to be instrumental in the Information Technology support and operations during deployment for Operation Enduring Freedom 2013-2014

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## CERTIFICATIONS

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- CompTIA Security+ Certification
- CompTIA A+ Certification