

# JESSICA CLAIRE

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## SUMMARY

Seventeen years experience in the information technology field. Seven years experience in curriculum design and computer based training development. Group and project management experience for over twelve years. Advanced problem solving skills and expertise. Advanced customer service training and experience Curriculum Data Analysis Other · Curriculum design · Advanced Data Analysis · Student counseling · Learning analysis · Market analysis · Customer service training · Advanced planning · Training success evaluation · Team building · Articulation and development · Quantitative project analysis · Project management · implementation · Qualitative project analysis · Advanced conflict resolution · Evaluation · Advanced user experience · Market driven planning expertise · Computer based training design data analysis

## HIGHLIGHTS

Media Design Productivity Other · Photoshop · Microsoft · Network Management · Premier · Word · Novell Console 1 · Illustrator · Excel · Microsoft Networking · InDesign · Powerpoint · Cable Wiring Standards · Flash · Project · Machine Hardware · Dreamweaver · Outlook · Windows OS installation & · Fireworks · iLife Repair · Soundbooth · Pages · Mac OS Installation & Repair · QuarkXpress · Numbers · Virtualization · Camtasia · Keynote · Parallels · HTML Coding · iMovie · VMware, Desktop & Fusion · PHP / Database connection · iPhoto · Course Management Software

## EDUCATION

Doctorate of Education; Higher Education, Ed.d ..... Concordia University M.Ed.  
..... Western Governor's University 2012  
*Masters of Education:* Learning & Technology  
Learning & Technology

*Bachelor of Science:* Information Technology Management  
Information Technology Management

Western Governor's University 2010  
B.S. ....

*Associate of Applied Science:*  
Multimedia Technologies  
Multimedia Technologies

Utah Valley University  
2003  
A.A.S .....

## EXPERIENCE

### Mountainland Applied Technology College - Information Technology Instructor

City, STATE • 01/2012 - Current

- Manage student learning needs.
- Create Curriculum for IT Program.
- Manage two part time instructors.
- Teach three classes of twenty-two students each class per day.
- Manage open entry/open exit curriculum for all training in the program.
- Verify training outcome reports to maintain COE standards.
- Data metric analysis of student progress throughout the course.
- Answer questions of potential students and parents.
- Review and update training standards as needed.
- New curriculum development according to market requirements Customer service training tailored toward Partner with fellow instructors to provide cross training and student interaction Work with student service student success Counsel students on learning methods and methods for improvement.

### Utah Department Of Technology Services - Help Desk Manager Campus D

City, STATE • 01/2010 - 01/2012

- Manage incoming troubleshooting calls from four state agencies.
- Assisted help desk staff members in resolving customer requests with first call resolution.
- Create and specify computer standards for the Utah Dept. of Health.
- Trained fourteen help desk staff members on help desk phone client installation and usage.
- Software management for Dept. of Health.
- Manage new user creation procedure for state departments of Health & Natural Resources.
- Created new user training documentation for thirty help desk staff members in the State of Utah.
- Provide remote control support for customers throughout the state.
- Customer friendliness reported on several occasions to management staff, commended for ability to teach to utilize their technology more effectively.

### Emergency Preparedness Program Utah Department Of Health - Media Designer

City, STATE • 01/2009 - 01/2010

- Prepare training curriculum for preparedness trainings.
- Designed eighteen computer based training courses for the department of Health's management staff training hundred managers providing significant cost savings.
- Coordinated information technology needs for fifty preparedness staff members.
- Designed cover art and the multimedia presentations to give trainees after sessions, prepared over one thousand home packets for various trainings.
- Served as technical lead staff member for the Utah Department of Health's training and education center.

### Technology Services Utah Department Of Health - Technical Support Specialist

City, STATE • 01/2002 - 01/2009

- Provided advanced level technical support for department staff in computer repair and service.
- Inventory control for department of health hardware.
- Created Technology standards for division of Health systems improvement.
- Served on advisory committee for mobile device policy creation.
- Updated department travel system from paper to online.

## SKILLS

Photoshop, Premier, art, Cable, Hardware, computer repair, curriculum development, client, Customer service, Database, Department of Health, documentation, Dreamweaver, Fireworks, Flash, help desk, HTML Coding, InDesign, information technology, Inventory control, Mac OS, market, Excel, Microsoft Networking, Outlook, Windows OS, Word, multimedia presentations, Natural, Network Management, Novell, PHP, progress, QuarkXPress, training, technical support, user training, phone, troubleshooting, Wiring