

# JESSICA CLAIRE

 resumesample@example.com

 (555) 432-1000

 100 Montgomery St. 10th Floor

## SKILLS

### Work Planning and Prioritization

- Project Management
- Testing and Troubleshooting
- Systems Analysis
- Staff Training
- Team Leadership
- Coaching and Mentoring
- Network Security Software
- Customer Service

## EDUCATION

Roy C. Ketcham Senior Highschool  
Wappingers Falls, NY • 05/2009

*High School Diploma*

## CERTIFICATIONS

Certified Cisco Meraki Network Operator

## PROFESSIONAL SUMMARY

### WORK HISTORY

Knowledgeable IT Manager oversees technology deployment and maintenance. Instructs and leads IT staff members in support of hardware, software and networking infrastructure. Actively works with executives to determine and implement tech needs. Manages technology strategy, training and documentation.

#### Community College Of Aurora - Information Technology Manager

Aurora, CO • 07/2021 - Current

- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.
- Created storage allocation for new build and existing Windows servers and clusters.
- Supported budget process and TCO modeling to manage and reduce spending.
- Managed teams of contractors and full time staff by coaching, mentoring and driving efficiency.
- Managed and reduced IT spending to support budgeting processes and TCO modeling procedures.
- Maintained camera and physical security systems.
- Supported phone, photocopier, fax machine and other physical equipment.
- Wrote policy, procedure and manuals governing internal IT use.
- Oversaw IT department operations and training.

#### Raytheon Technologies Corp - Systems Administrator

Otis, MA • 03/2018 - 07/2021

- VMWare Management.
- Nutanix AHV Management
- Implemented Active Directory Automation.
- Implemented Access Control.
- Implemented Secure E-Faxing (Right-Solution).
- Ensure Patch Management Automation and implementation.
- Implemented Remote Managed PDU with LDAP Control.
- Implemented AD Audit / File Share Audit to meet HIPAA E-File Retention Policy.
- Implemented Server Alerts.
- Ensure Local and Remote Backup and Restore systems are working as implemented.
- Ensure Email Encryption for HIPAA compliance and spoof protection.
- Migrated Financial software from external to on-prem.
- Implemented SSO for multiple internal sites.
- Created patches and solutions to fix bugs in existing applications.
- Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
- Kept software licenses current for computers and mobile devices.
- Oversaw IT activities to maintain operations by maintaining laptops, tablets and PDAs for 750 users.
- Orchestrated integration and communication of software upgrades.
- Automated nightly batch using Active Batch scheduler and created nightly jobs for database backups.
- Coached and mentored employees and offered constructive feedback for performance improvement.
- Planned and implemented complex internet and intranet applications on multiple platforms.
- Designed and evaluated WAN and LAN connectivity technologies.
- Diagnosed and executed resolution for network and server issues.
- Standardized job tasks and trained junior team members on industry best practices and standards.
- Analyzed complex project server issues and worked on large enterprise and business-critical applications.
- Managed development of system protocols to deliver complete and persistent data set.
- Arranged staff-development programs such as training and workshops for staff at every level.
- Deployed antivirus and security solutions throughout entire system network.
- Monitored safety compliance to maintain strict standards and protect team members from harm.
- Created, updated and maintained Azure security standards and best practices across Azure domain.

#### Alorica Inc. - Computer Repair Technician

Sarasota, FL • 06/2006 - 04/2021

- Resolved both software and hardware related issues.
- Trained Technicians on iPad repairs and micro-soldering
- Researched and identified problems with computers and advised staff and clients on plans of action.
- Disassembled computers to perform diagnostics and check for repair needs.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Updated and installed new software on desktop and laptop computers to maintain latest technology.
- Refurbished used computers and technological equipment, saving companies money.
- Oversaw equipment inventory to maintain on-hand availability of necessary replacement parts and consumable goods.

#### Access - Help Desk Technician

Hamtramck, MI • 03/2015 - 03/2018

- Implemented a mesh network, Secure VPN and VLANS.
- Group Policy Management.
- Company Wide Active Directory and Email implementation.
- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Managed customers' expectations of support and technology functionality in order to provide positive user experience.
- Trained and supported end-users with software, hardware and network standards and use processes.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Provided on-call support 24/7
- Documented transactions and support interactions in system for future reference and addition to knowledge base.
- Provided Tier 1 and Tier 2 IT support to non-technical internal users through desk side support services.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Helped streamline repair processes and update procedures for support action consistency.
- Configured hardware, devices and software to set up work stations for employees.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Created patches and solutions to fix bugs in existing applications.
- Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
- Managed practical action plans to respond to audit discoveries and compliance violations.
- Performed day-to-day LAN and WAN administration, maintenance and support.
- Configured networks for smooth, reliable operation to meet business processes and objectives.
- Took over responsibilities of administrator during absence and filled in gaps around office.
- Maintained network hardware and software and monitored network to support network availability to end users.

## LANGUAGES

Spanish:

Negotiated: