

Jessica Claire

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Professional Summary

Dedicated customer service manager with 30+ years of experience in office equipment management settings. National Software Support Manager working with Remote Monitoring software to monitor customer printer/copier fleets Analyze metrics from Print Management software and BPC ERP software (OMD) Responsibilities include assess any new software and implement deployment for the division Ability to organize and prioritize work appropriately Work with I.T. Help Desk to provide support for peer's nationwide Main point of contact for various vendors and provide technical support for products Instill a shared commitment to customer service

Core Qualifications

- Strong communication skills
- Managing tight deadlines
- Customer Relations
- Leadership
- Computer Networking
- Working independently
- Team Player

Experience

Management, 1985 to Current

Dairy Queen – Tonawanda, NY

Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications. Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support. Set up equipment for employee use. Worked on large enterprise and business critical applications.

Service Technician and Assistant Service Manager, 1985 to 2005

Irvine Company – Costa Mesa, CA

- Montgomery Office Equipment purchased by Pitney Bowes in 1998.
- Pitney Bowes spun off Office Systems Division (Imagistics International) in 2002.
- Imagistics International purchased by Oce N.V.
- in 2005.

Service Manager, 2005 to 2010

Kion Group – Basking Ridge, NJ

- Oce N.V.
- purchased by Canon in 2012
- Managed team of 15+ technicians

Software Support Manager, 2010 to Current

Canon Business Solutions – City, STATE

- Provide nationwide support to customers and BPC offices for automatic meter reading programs such as FMAudit and imageWARE Remote.
- Provide support for Corporate projects.
- Assist with BPC Computer Help Desk.
- Advanced to increasingly responsible positions, culminating in management role with oversight for a full-service department.
- Directed 18 employees and managed service, dispatch, parts and supply inventory, equipment delivery teams, and assist sales and upper management in day-to-day operations.

Education

Bachelor's degree: Computer & Information Science, 12/97

Troy State University - Montgomery, AL

Computer & Information Science

Master's degree: Business Management, 12/2002

Troy State University - Montgomery, AL

Business Management

Professional Affiliations

Skills

Cost-Reduction, Customer Satisfaction, Customer Service, delivery, Help Desk, Office Equipment, Operations Management, Pre and Post-Sales Support, Equipment inventory