

# Jessica Claire

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## Executive Profile

Ambitious consultant who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Builds and retains high performance teams by hiring, developing and motivating skilled professionals.

## Skill Highlights

- Working Knowledge of Python, C
- Familiar with HTML, HTML5, and CSS,
- Software Microsoft SQL Server and Microsoft Access
- Platforms: Microsoft Windows XP and Microsoft Windows 7 and Windows 8, Linux, OSX
- Windows Server 2008, 2012Patch management
- Project management
- Technical help desk experience
- Programming and design skills
- PBX Telecom
- Strong analytical skills
- Database servers
- GUI and tools
- Knowledge of streaming video platforms
- Proficiency in TCP/IP protocols

## Core Accomplishments

### IT Training

- Successfully trained 25 employees to use new operating system.

### Network Security

- Planned, installed, maintained and optimized documentation of all LAN/WAN/VPN network hardware and software, security systems and communication links.
- Managed all clients network LAN/WAN hardware including routers, switches, load balancers and wireless networking equipment.

### Network Support

- Acted as first point of contact for all major technical issues, including power outages, system failures and disaster recovery.
- Oversaw infrastructure of three offices and acted as support for help-desk technicians and IT Department.

## Professional Experience

03/2015 to Current	<b>Chief Information Officer &amp; Technology Consultant</b> <b>Cox Automotive</b> – Charleston, SC <ul style="list-style-type: none"><li>Assess and anticipate technology projects and recommend appropriate action and resources.</li><li>Provide technological guidance within the organization.</li><li>Supervise, build, and maintain information system and communications network.</li><li>Analyze a company's current technology infrastructure and align it with the business' strategic plans.</li><li>Build cross functional teams to carry out projects for clients and stakeholders Work with client's project managers to ensure optimum allocation and utilization of technology resources.</li><li>Keep current with trends and issues in the IT industry, including current technologies and prices.</li><li>Advise, counsel, and educate executives and management on their competitive or financial impact.</li><li>Develop methodology to implement I.T.as managed services</li><li>Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.</li><li>Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.</li><li>Contributes to team effort by accomplishing related results as needed.</li></ul>
2012 to Current	<b>Senior Support Technician</b> <b>Lake Health</b> – Beachwood, OH <ul style="list-style-type: none"><li>Act as an escalation point for advanced or difficult helpdesk request Record, track and document the Help Desk request problem-solving process, including all successful and unsuccessful decisions, and actions taken, to the final resolution.</li><li>Apply diagnostic utilities to aid in troubleshooting.</li><li>Installing and upgrading software, hardware, and implementing file backups, as well as configuring systems and applications.</li><li>Provide support to other team members when support requests volumes are high Coordinate with helpdesk supervisor resolution of escalated issues.</li><li>Provide technical training to Tier 1 and 2 help desk technicians Conduct evaluations and tests to ensure reported issues has been adequately resolved.</li><li>Post-resolution follow up with Tier 1 and Tier 2 technicians as required.</li><li>Create technical training and FAQ documentation process and procedures for support and end users.</li><li>Reinforce SLAs to manage end-user expectations Liaison between IT operations manager and Vendors to request service regarding defective products.</li></ul>
08/2011 to 2012	<b>Technology Services Intern</b> <b>Brandywine Realty Trust</b> – STATE <ul style="list-style-type: none"><li>General PC hardware and software troubleshooting in a network office environment PC imaging of Windows 7 and XP OS to laptops and desktops Printer set up, networking troubleshooting and maintenance Software deployment All work tracked with helpdesk ticketing system.</li></ul>
03/2008 to 03/2012	<b>Patient Care Associate</b> <b>Children's Hospital Of Philadelphia</b> – City, STATE <ul style="list-style-type: none"><li>Responsible for greeting and completing check in documentation and requirements in a fast and friendly manner.Collect co-payments, record receipts, post payments and verified insurance coverage as per HIPPA compliance.</li><li>Scheduled and confirmed patients appointments. Prepared and maintained accurate HIPPA compliant patient charts.</li><li>Provided employee training when needed upon request of my direct supervisor. Switchboard coverage when needed answering and directing calls.</li></ul>

## Education

2015	<b>Life Coach Certification</b> <b>Expert Rating</b> - New York, NY
2014	<b>Diploma in Project Management: project Management</b> <b>Allison Learning</b> - Philadelphia, PA
2011	<b>CompTia A &amp; Cisco IT Essentials</b> <b>TechImpact</b> - Philadelphia, PA
2009	<b>Liberal Arts</b> <b>Community College of Philadelphia</b> - Philadelphia, PA Liberal Arts
2008	<b>Business Administration</b> <b>University of Vermont</b> - Burlington, VT Business Administration

## Skills

A , benchmarking, C , Coach, competitive, hardware, CSS, client, clients, Database, desktops, directing, documentation, employee training, functional, Help Desk, HTML, HTML5, imaging, information technology, insurance, laptops, Linux, Microsoft Access, office, Windows 8, Microsoft Windows 7, Windows 7 and XP, network, networking, networks, OS, PC hardware, policies, Printer, problem-solving, publications, Python, software troubleshooting, Microsoft SQL Server, strategic plans, supervisor, Switchboard, technical training, troubleshooting, upgrading, utilities, Windows Server, workshops