

# JESSICA CLAIRE

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## SUMMARY

Dedicated Director of Information Technology with over 19 years' experience that is well-versed in analyzing and Mitigating risk and finding cost-effective solutions. Excels at boosting performance and productivity of projects and staff by establishing goals and enforcing deadlines. Demonstrated success managing. Networking, software sales support, strategic Planning, project management, and network administration. A personal commitment to education and Self-improvement, and a firm belief in the value of practical knowledge and hands-on experience

## HIGHLIGHTS

- Information Technology
- Management
- Project Management
- Budgeting and resource management
- Vendor Management
- Project tracking
- Product requirements & documentation
- Performance criteria tracking

## EXPERIENCE

07/2014 to Current **ITS Manager / Database Administrator**  
**Bellingham City Of** – Bellingham, WA  
Responsible for the complete redesign of the of internal IT infrastructure, data collection process & database infrastructure. Oversee vendor and external contractor relationships, IT budget and strategic planning for the Local. Management of staff, product requirements documentation of new infrastructure, database collection and management.

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- Reduced IT expenses by 40% with infrastructure redesign
- Migrated infrastructure to Cloud based Services to reduce hardware expenses

09/2008 to 01/2014 **Information Technology Services Director**  
**Amentum** – Charlottesville, VA  
Director Information Technology Services within a \$10 million company providing Water Resource Management and Services to clients in multiple states. Oversaw Network engineering, Desktop support, Security, Telecommunications, Disaster Recovery planning and documentation and client services. Management and supervision of internal support staff, contractor and vendors.

- Maintained company's effectiveness and efficiency by Defining, Delivering, and Supporting strategic plans for in IT infrastructure
- Developed and Maintained IT Budget to support company growth
- Designed contractor & staff development plans to meet the company's strategic vision and core values.
- Implemented Security Operations procedures; implemented tracking guidelines and procedures to ensure all employees were following entry and exit protocols.
- Managed access control documentation for outside contractors
- Designed & deployed internal Windows & Linux network based on User community current and future needs.

03/2002 to 09/2008 **Manager of Information Technology Services and Support**  
**Toshiba Business Solutions** – City, STATE  
Oversaw internal infrastructure for a \$8 million company providing office products and services in the copier industry. Developed support structure for integration techs to support the install of client office equipment and software to meet Toshiba's standards. Created local support groups for training on Toshiba client software open to both staff and Toshiba clients.

- Designed & deployed internal Windows network
- Implemented Security Strategy to secure internal network
- Managed integration staff development plans
- Project Manager for all Client software integration
- Mange and Maintain contractor and vendor relations

09/2000 to 09/2001 **Technical Services Manager**  
**BusinessEdge Solutions** – City, STATE  
Technical services manager for BusinessEdge Solutions for the Western regional offices. Managed IT budget and procurement of IT infrastructure for both Denver and Dallas locations. Managed implementation teams for internal client test environments and production environments.

- Designed an Deployed network environment for both Denver & Dallas Offices, Included Electrical, Network, and Telecom facilities MS Exchange 2000 Admin MS Sql Server 7.0 Admin Database Administration
- Configuration and maintenance of all project based hardware including SUN Enterprise Servers & HP UNIX Workstations.
- Trained Junior System staff and Consultants on basic Unix & NT System administration and configuration.
- Served as configuration advisor for regional consulting staff on NT, UNIX, & Oracle.

05/1997 to 02/2000 **System and Database Administrator**  
**Great-West Life And Assurance** – City, STATE

Responsible for network operations including file, print, resource servers for Investments division at Great-West Life.Served as primary backup to Senior D.B.A.Assisted in database administration including: Nightly backups, Table space and File system management, Tuning, User and Policy management, Database Design and Implementation.

Other duties include:

- Project Lead for Oracle Migration
- Project Lead Intranet Development team
- Designed and Developed Intranet site for disaster recovery.
- Created Intranet Documentation Standards.
- Diagnose and resolved network issues using standard networking utilities.
- Documented standard configuration for all division workstations for storage on division Intranet.

## EDUCATION

**Master of Science: Information System Management**  
**Marymount University** - Arlington, VA  
Information System Management

**Bachelor of Arts: Economics**  
**University of New Mexico** - Albuquerque, NM  
Economics

**Certifications**  
ITIL Foundations Certified MCSE (NT) certified Docuware Questys Pro eCopy

## SKILLS

- Project Management
- Business Solutions and Integration Services
- Network Design and Deployment