JESSICA CLAIRE

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Summary

Systematic IT professional proficient in network, project and emergency management. Able to install hardware, patch software and configure internal systems. Complex problem-solver with top-notch planning and communication strengths. Effective at configuring user desktops, laptops, servers and connected devices to work within company and security guidelines. Successful at coordinating file systems, content filters and user accounts. Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to begin new challenge with successful team. Knowledgeable Information Technology Specialist capable of setting up and optimizing workstations, training users and assisting with process improvement implementation in diverse areas. Familiar with United States Army business practices and IT standards. Ready to offer 14 years' experience to a dynamic position with any company.

Skills

- Geographic Information Systems technology
- Lighting technology
- Collecting information
- Understanding of technology
- Information security
- Information gathering
- Technology knowledge
- Technology
- Computer technology
- Business information systems

Experience

Information Technology, 09/2018 to Current
Year Up – Jersey City, NJ

- Designed and maintained network traffic monitoring system to support 1000 network administrators.
- Coordinated with project managers across multiple initiatives to align development timelines, plan testing and work with client representatives.
- Provided onsite IT and AV technical support for 1000 staff members.
- Implemented unit and integration testing protocols to consistently deliver high quality, functional features with minimal defects.
- Drafted technical documents, including whitepapers, user manuals, implementation documentation and support base entries.
- Assembled and tested monitoring stations, including [Type].
- Developed and maintained positive customer relationships resulting in increased account services and expansion.
- Managed user profiles, security access and shared file structures.
- Moved development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation by using Agile methodologies.

Signal Support Systems Specialist, 05/2015 to 09/2018
Partners Healthcare System – Brookline, MA

- Maintained signal support systems and provided technical advice to commanders, staff and subordinates.
- Identified issues and initiated troubleshooting methods for signal support services, including radio, wire and battlefield automated systems.
- Installed and employed signal support systems and terminal devices for battlefield situations.
- Used computers to control and monitor network status during battlefield operations.
- Created and wrote information services policies and procedures for supported organizations.
- Informed and educated new system users by delivering in-depth training sessions on Automation equipement.
- Developed, implemented and optimized automation improvements for both hardware and software platforms.
- Demonstrated professional attitude and exemplary composure in every internal and customer interaction to promote collaboration and team success.
- Performed diagnostics and testing to locate root causes and resolve issues for optimal performance.

Information Technology Specialist, 05/2012 to 05/2015
St Therese Home Of New Hope – Woodbury, MN

- Designed and maintained network traffic monitoring system to support 500 network administrators.
- Cooperated with other project partners to create development software roadmap based on client specifications and user-guided design.
- Developed scripts to communicate with back-end servers in order to provide real-time updated information.
- Coordinated with project managers across multiple initiatives to align development timelines, plan testing and work with client representatives.
- Identified areas of applications for regression testing following software updates, system changes or functionality changes to avoid unnecessary downtime and recoding.
- Moved development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation by using Agile methodologies.
- Researched issues on various computer systems and databases to determine resolutions to problems and answer inquiries.
- Maintained records, logs and lifecycle documentation of Automation Equipemnt work requests.
- Investigated technical issues using knowledge base and personal experience to complete timely resolutions.

Support Technician, 05/2009 to 05/2012
Owensboro Medical Health System – Calhoun, KY

- Configured new employee work stations, including all hardware, software and peripheral devices.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Removed malware and viruses from laptops and desktop systems using specialized software.
- Collaborated with support team to assist client stakeholders with emergent technical issues and develop effective solutions.
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Drafted technical documents, including whitepapers, user manuals, implementation documentation and support base entries.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Conferred with vendors to obtain replacement hardware or software and escalate more complex concerns.

Education and Training

Master of Science: Information Technology, 09/2020
Grantham University - Lenexa, KS

- 3.86 GPA
- Major in Information Technology
- **Resilience Scholarship** Recipient

Bachelor of Science: Cyber Security , 09/2018
EC Council University - New Mexico

- 2.84 GPA
- Minor in Computer science
- Major in Cyber Security

High School Diploma: 09/2012
Penn Foster Career School - Scranton, PA

Certifications

- CompTIA Network+
- CompTIA A+ Technician
- CompTIA Security+
- Cisco Certified Network Associate (CCNA)