JESSICA CLAIRE

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📞 (555) 432-1000

📍 100 Montgomery St. 10th Floor

SKILLS

CompTia Security +
CompTia Network +
CompTia A+
CompTia Linux +
Complete a beginners class in Python with Grantham University
Complete a beginners class in Python with Udemy
Took a beginners class for Javascript with Code Academy
Took a beginners class for React JS with Cleverprogrammers
Posses basic knowledge and familiarity of C++ from course in Grantham University.

EDUCATION AND TRAINING

EC-Council University
Albuquerque, NM • 09/2018

Bachelor of Science: Computer Science
- 2.84 GPA
- Major in Ethical Hacking/ Pen testing

Grantham University
Lenexa, KS • 09/2020

Master of Science: Information Technology
- 3.76 GPA
- Alvarez Scholarship Recipient
- Major in Information Technology

SUMMARY

- A Dedicate and highly motivated individual looking to earn a spot in the Army most excellent and exciting new field. Incredible desire to help streamline and support the processes and help make the Army organization more efficient. Possess a love to self-improvement and learning new fields. Served in multiple leadership position within the Army.
- I want to be part of the Army Software Factory because I love to code. My dream job is to be full stack developer, senior react js developer. I have deep passion and love for computers and computer programming. I build my first website using.

EXPERIENCE

Partners Healthcare System - Signal Support Specialist (25U)/Information Technology Specialist
Westford, MA • 09/2018 - Current

- Installed and repaired network cables, including fiber optic cables, Ethernet cables and other networking cabling and conduits.
- Updated and reconfigured existing and new computers with current software and operating systems.
- Imaged OS and software deployments throughout system and addressed any implementation concerns.
- Troubleshot and resolved issues with peripheral devices such as printers and copiers for end users.
- Exceeded customer satisfaction by finding creative solutions to problems.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Installed wiring, cabling and devices to establish, repair and improve network operations.
- Evaluated local area network (LAN) and wide area network (WAN) performance data to verify availability and speed, identifying network problems.

Partners Healthcare System - Signal Support Systems Specialist/Information Technology Specialist
Ashburnham, MA • 06/2015 - 09/2018

- Used computers to control and monitor network status during battlefield operations.
- Installed and employed signal support systems and terminal devices for battlefield situations.
- Identified issues and initiated troubleshooting methods for signal support services, including radio, wire and battlefield automated systems.
- Maintained signal support systems and provided technical advice to commanders, staff and subordinates.
- Inspected newly installed equipment to adjust operating problems.
- Evaluated machine and process control requirements to develop device controller specifications.
- Performed diagnostics and testing to locate root causes and resolve issues for optimal performance.

United States Army - Signal Support Systems Specialist
City, STATE • 06/2012 - 06/2015

- Maintained signal support systems and provided technical advice to commanders, staff and subordinates.
- Installed and employed signal support systems and terminal devices for battlefield situations.
- Identified issues and initiated troubleshooting methods for signal support services, including radio, wire and battlefield automated systems.
- Performed diagnostics and testing to locate root causes and resolve issues for optimal performance.
- Inspected newly installed equipment to adjust operating problems.

United States Army - Signal Support Systems Specialist
City, STATE • 05/2009 - 06/2012

- 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.
- Motivated and encouraged team members to communicate more openly and constructively with each other.
- Created new programs that resulted in increasing productivity and customer satisfaction.
- Inspected newly installed equipment to adjust operating problems.
- Performed diagnostics and testing to locate root causes and resolve issues for optimal performance.
- Leveraged outstanding communication, interpersonal and people skills to work well with clients of all backgrounds.

ACTIVITIES AND HONORS

- Completed multiple website project using react js, HTML, CSS and JavaScript.
- Watch informational tech video and podcasts from cleverprogrammer to stay update with the current field of technology.
- Learned Basic HTML in college and build a website centered foodbank.