

Summary

Successful Consultant promotes aggressive drive toward organizational change through research, optimization and systems development. Experience conferring with employees and management to address problems with internal controls and procedures negatively impacting business operations. Focused on reducing costs, streamlining processes and maximizing resource utilization.

Skills

- Research and analysis
 - Multi-unit operations management
 - Performance improvements
 - Project development and lifecycle
 - Systems implementation
 - MS Office
 - Collaboration
 - Problem resolution
 - Teambuilding
 - Systems and automation applications
 - Brand management
 - Project planning
 - Relationship building
 - Scope development
 - Resource planning
 - Critical thinking
- Program management
 - Leadership training
 - Capital improvement planning
 - Cross-functional team management
 - Policy/program development
 - Cost analysis and savings
 - Schedule management
 - Quality assurance and control
 - Stakeholder relations
 - Curriculum development
 - Strategic development
 - Strategic planning
 - Business management
 - Database management
 - Data management
 - People skills

Experience

Associate Professor of Military Science, 03/2021 to Current

F5, Inc – WA, State

- Optimized workflows of 6 university departments of Military Science through automation, digital transformation, and amending standard reporting procedures.
- Developed and executed comprehensive lesson plans using instructional technology.
- Built and leveraged partnerships with colleges across CSUSB campus to market ROTC programs and increase cross departmental opportunities.
- Developed a directed internal messaging campaign to positively change the perception and reputation of the Army ROTC department.
- Managed departmental budget, payroll, and scholarship payments to 15 students.
- Researched and contacted subject matter experts to consult on research.
- Formulated well-structured syllabus of course content to detail learning goals and expected outcomes.
- Evaluated students' individual abilities using tests and personal interviews.
- Administered and graded tests and assignments to evaluate student performance and monitor progress.
- Maintained website containing schedule, syllabus, assignments and links to relevant sites.
- Integrated technology into regular classroom use for student engagement and learning.
- Directed management and program operations.
- Assisted teachers with developing and revising lessons to more productively reach students of varying skill levels.
- Collaborated with fellow staff members to promote positive and welcoming learning environment.
- Applied creative instruction methods to promote student learning objectives.
- Developed and delivered online training using [Software] and taught [Number] [Type] and [Type] distance-learning courses.
- Cultivated relationships with community groups, project stakeholders and funding sources to maximize program outreach.
- Helped team members improve productivity and performance through hands-on coaching in order to achieve company objectives.
- Improved cross-departmental cooperation and information communication processes by providing presentations to staff members and administration.

Business Operations & Program Manager, 05/2019 to 02/2021

Touro – Metairie, LA

- Increased organizational efficiency by 30% by developing and implementing digital standard operating procedures that eliminated redundant reporting requirements, identified key performance indicators, and optimized data delivery by automating manual data acquisition processes.
- Collaborated with operations, IT, and knowledge management departments to design, create, and maintain optimal data pipeline architecture and data structure for the Enterprise Data Platform.
- Spearheaded the transition of the record management platform used to track student data and performance indicators for a 5000-person organization at zero cost.
- Created an organizational training plan that provided over 1000 hours of advanced Soldier skills training to 1,500 Soldiers and over 40 hours of training for trainers.
- Directly briefed C-suite level Army executives on KPI progress of digital transformation, database security, user training, and schedule.
- Provided consistent and systematic identification and communication of risks, consequences, and potential actions to mitigate threat-based, hazard-based, and environmental-based risks to senior management to enable informed decision making.
- Implemented new internal pre- and post-deployment pandemic assessments that better aligned and allocated organizational resources to coordinate Soldier movements both domestically and internationally by directing a COVID19 working group and analyzing data on threats and risk profiles.
- Trained and directly managed a staff of 6; evaluated and managed performance, reward processes, correction processes and employee development programs.

Director, 06/2017 to 05/2019

Ally – Duluth, GA

- Led a 500-person organization to deliver trained IT and communications personnel to Army units globally.
- Increased Soldier matriculation into the Joint Force by 40% year over year.
- Instituted a comprehensive training plan that integrated tactical and technical skillsets resulting in a 20% increase in throughput rate of Soldiers in training year over year.
- Conducted due-diligence, diagnostic audits, and driving multiple transformation programs and projects through process reengineering and standardization.
- Developed a supply and materials discipline program that governed the use, management, and administration of over \$450K in equipment.
- Coordinated with with Army Engineers and contractors to design and adapt a \$5million facility to house living and office space for the company.
- Identified and hired new staff; coordinated ongoing technical and tactical training and personal development for all staff.
- Promoted employee buy in of organizational objectives by conducting orientations of new team members and regular town hall meetings for established employees Communications & Strategy Officer – 173rd Infantry Brigade Combat Team.
- Planned and implemented strategies to increase funding through various approaches.
- Oversaw staff, financials and key performance indicators to manage business operations.
- Improved training to reduce knowledge gaps and eliminate performance roadblocks.
- Liaised with stakeholders to address issues and implement solutions.
- Negotiated vendor pricing to save equipment and supplies costs.
- Created company's mission and vision statements to motivate employees.
- Improved staff morale by optimizing workload to support work-life balance.
- Developed department performance goals and methods for achieving milestones.

Public Relations Manager, 02/2016 to 01/2017

First American Financial – Warrenville, IL

- Drafted and edited technical standard operating procedures for cybersecurity and network operations for a 5000-member organization.
- Developed strategic communications campaigns using photo, video, social media, and narrative articles to proactively engage with NATO and allied partner nations on international military exercises.
- Worked directly with the Chief Communications and Strategy Officer to design, implement, monitor, and assess communications strategies; including messaging, positioning, stakeholder identification, partnerships, opportunities, risk assessments, and impact evaluation.
- Built and maintained relationships with key consumer and trade media.
- Strategized and implemented public relations and promotional programs to strengthen brand and support business goals.
- Managed crisis communications, including emergency response strategies and implementation.
- Oversaw strategic event planning, including executive presentation materials and visual presentations.
- Researched and reacted expeditiously to internal and external communications needs.
- Collaborated cross-functionally to develop story angles, thought leadership and programs to achieve maximum media exposure.
- Coordinated positive coverage and PR, including media interviews and events sponsorships.
- Produced creative collateral to successfully share communication strategies and achieve public relations goals.

Network Infrastructure Developer, 09/2014 to 02/2016

Amazon.Com, Inc. – Ashburn, VA

- Documented as-builts for network architectures according to established processes and suggestions for work-flow improvements.
- Reviewed system logs to determine usage levels, bandwidth, performance, and system security to target inefficiencies and implement appropriate solutions.
- Maintained production network according to company SLAs to fulfill agreed-upon client specifications.
- Secured network systems by establishing and enforcing access control policies.
- Responded promptly to information assurance notifications to detect vulnerabilities and protect clients.
- Researched network technology trends and compared to existing architecture to present useful improvement suggestions to clients.
- Met with stakeholders and presented in-depth information on hardware and software products, delivering expertise to make appropriate purchasing decisions.
- Monitored network services metrics and produced reports every [Timespan] for comprehensive overview of performance.
- Engaged in on-call rotation to provide consistent service to over [Number] customers.
- Installed, supported and maintained [Number] file servers and network access for [Number] users.
- Met with departmental managers on [Timeframe] basis to discuss project status and determine action plans.
- Conducted scheduled maintenance every [Timeframe] during non-peak hours for uninterrupted service.
- Tracked network and telephony devices for performance and load threshold metering.
- Delivered expert setup of [Type] phone systems and call management systems for [Number] workstations.
- Interfaced with line providers to design, order, install and maintain [Type], [Type] and [Type] links.

IT Program Manager, 02/2014 to 08/2014

228th Signal Company – City, STATE

- Provided technology consultation for growing businesses, making recommendations and upgrading existing systems.
- Delivered consistent and quality mentoring, training and onboarding for teams of contractors and staff members.
- Achieved client vision and objectives through effective strategy development and execution in coordination with management teams.
- Supported IT application development, application support, system integration and system administration projects, generating more than \$[Amount] annually.
- Managed implementation of application developments by collaborating with overseas technical teams.
- Oversaw [Type] projects, including requirements analysis, milestone management and stakeholder relations.
- Managed creation and implementation of [Type] and [Type] improvements.
- Connected with customers [Timeframe] to relate system changes and integrate customer feedback into improvement processes.

Data Center Operations Manager, 08/2013 to 01/2014

228th Signal Company – City, STATE

- Delivered consistent and quality mentoring, training and onboarding for teams of contractors and staff members.
- Achieved client vision and objectives through effective strategy development and execution in coordination with management teams.
- Supported IT application development, application support, system integration and system administration projects, generating more than \$[Amount] annually.
- Streamlined established processes by implementing client and employee feedback.
- Oversaw [Type] projects, including requirements analysis, milestone management and stakeholder relations.
- Connected with customers [Timeframe] to relate system changes and integrate customer feedback into improvement processes.
- Managed creation and implementation of [Type] and [Type] improvements.
- Managed more than [Number] software engineers, system administrators, NOC operators, QA engineers and project managers.
- Globally managed several satellite IT locations, maintaining secure and operational corporate infrastructure through [Technique] and [Skill].
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

Education and Training

MBA: Information Technology, 05/2021

Webster University - St Louis, MO

Master of Arts: Information Technology Management, 05/2021

Webster University - St Louis, MO

Bachelor of Arts: International Relations, 05/2010

Claremont McKenna College - Claremont, CA

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/JessicaClaire>

Certifications

- Project Management Professional, Project Management Institute - 2018 (current)
- Security+, CompTia - 2013 (current)
- Network+, CompTia - 2013 (current)