

Jessica Claire

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PROFESSIONAL PROFILE

- Versatile IT professional with more than 10 years experience applying people, process, problem and technical skills to improve individual, team and organizational performance
- Vast knowledge of Enterprise Project Life-cycle methodology and IT Service Management which include two successful Enterprise Resource Planning Systems being System Application Program (SAP and Mincom Management Information System (MIMS)
- Passionate about people development through purposeful mentorship and have motivated team members to earn significant IT Certifications in ORACLE, UNIX, Microsoft suite and SAP
- Professionally recognized and received a top award for best implemented Enterprise Resource Planning System - SAP in 2007
- Current CISA (Certified Information System Auditor)Certification as well as ITIL and Prince2 Certifications

KEY SKILLS

IT Service Management based on ITIL principles

Project Management based on Prince2 and PMP Principles

Systems Development using the Waterfall framework

Working knowledge of Enterprise platforms such as SAP, HP-UNIX and ORACLE DBMS

SAP Authorizations

Business Process and requirements analysis

Risk management

Superb communication skills

Microsoft Office Suite

CORE ACCOMPLISHMENTS

Directed multiple IT projects for Pretoria Portland Cement , each with more than 100 users.

Led a diverse team in the migration of Cobol-based legal systems to an integrated SAP platform

Took over an SAP Implementation project which was abandoned and \$500 thousand over budget; revised project scope and plan which led to a successful implementation

Spearheaded a company-wide innovation initiative resulting in the introduction of an ITIL Based service desk in the company

Successfully managed changes to legacy systems to be Year 2000 compliant within time and budget

Successfully managed the integration of SAP and Weighman applications

PROFESSIONAL EXPERIENCE

INFORMATION TECHNOLOGY MANAGER

03/2001 to 06/2013

Perspecta Inc. | Santa Clara, CA

- Overseeing the team that supports the Information Technology Infrastructure catering for 300 users
- Defining IT strategy and drafted a comprehensive road-map to align to Business Strategy .
- Managing diverse teams, allocating resources to ongoing projects and enforcing deadlines in two Enterprise Resource Planning Implementations.
- Hiring and training of team members comprising of Database Administrators, Network Administrators and Business Analysts
- Developing procedures for the emergency response and crisis management, physical security, information protection, incident management and investigation units.
- Defining project plans and deliverables and monitoring status of tasks.
- Drafting action plans and leading meetings with department executives to review project status and proposed changes.
- Managing IT projects annual budget of US\$5.5 million to deliver projects on time and within scope
- Delivering status reports to stakeholders for budgeting and planning purposes.
- Serving as the single point of contact for project scheduling and Chairing the Change Advisory Board.
- Coaching and mentoring team members to ensure relevant and up to date skills

SYSTEMS ADMINISTRATOR

03/1999 to 07/2001

Sungard Public Sector | Wilmington, DE

- Coordinated hardware and software installations and upgrades to ensure efficient work performance in accordance with company policy.
- Analyzed, logged and tracked complex software and hardware matters of significance pertaining to networking connectivity issues, printer, server, and application to meet business needs.
- Coordinated and monitored troubleshooting to isolate and diagnose common system problems
- Documented system events to ensure continuous functioning.
- Coordinated testing, upgrade and configuration of system files and services.
- Ensured changes were in accordance with appropriate operating procedures.
- Utilized standard corporate tools to record changes, service requests, and problem activities for tracking purposes.
- Added user accounts, troubleshoot issues with users and monitored usage on the printing management system.
- Troubleshoot and resolved Internet connectivity and general software and hardware issues.
- Identified product problems and strengths and collected data on the customer experience.
- Completed regulatory, pre-implementation and risk-based audits to achieve business objectives.
- Tested the design and effectiveness of internal controls by completing walk-throughs of complex business processes.
- Developed metrics used to determine inefficiencies and areas for improvement.

SYSTEMS ANALYST

06/1984 to 02/1999

Avon Rubber | Lexington, KY

- Developed and demonstrated prototype software, and participated in both operational analysis and software development.
- Interacted with customers, both onsite and offsite, gathering requirements and data, writing and presenting briefings, a
- Contributed to technical team activities (design, modeling, prototyping, coding, testing, and documentation) in full-life cycle of products
- Work with the CRM Implementation Team to document process improvements.
- Provide end-to-end data analysis, documentation to map data, workflow, and processes from disparate sources.
- Worked with users to analyze current business processes and procedures to help identify gaps and areas for process improvement.
- Worked with the user to define and document the "As-Is" and "To-Be" business processes, business rules, and assist the CRM Implementation Team in defining business process requirements and specifications.
- Led a team of programmers in coding and testing on basis of test scenarios identified
- Led quality assurance reviews to ensure development work was as per the standard.
- Attended Change Advisory Board Meetings to present changes and managed Change Control documentation
- Trained users to use systems

ACADEMIC BACKGROUND

CISA | CERTIFIED INFORMATION SYSTEM AUDITOR

2012

ISACA, Rolling Meadows, Illinois

MICA | BUSINESS MANAGEMENT

2000

UNIVERSITY OF SOUTH AFRICA, Pretoria, Gauteng

Bachelor of Arts | STATISTICS AND MATHEMATICS

1982

UNIVERSITY OF BOTSWANA AND SWAZILAND, Kwaluseni, Manzini

PRINCE2 | PROJECT MANAGEMENT

2012

APMG-INTERNATIONAL

ITIL FOUNDATION | IT SERVICE MANAGEMENT

2011

APMG-INTERNATIONAL