

# JESSICA CLAIRE

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## **SUMMARY**

Accomplished Director offering over twenty-five years of experience in combining cross-functional competencies in staff management, operations planning, customer retention and management. Proficient in boosting revenue, quality and performance. Successful in creating and executing standard operating policies and procedures to positively impact organizational goals. Dependable leader with skills to develop, coach and motivate staff while interfacing with executives on all levels. Willingness to always learn, listen and deploy new strategies and solutions.

## **SKILLS**

- Issues resolution
- Networking
- Crew supervision
- VOIP Telephony
- Information Technology management
- Contract negotiation
- Budget control
- Recruiting and hiring
- Company guidelines
- Logistics management
- Program management
- Technical operations oversight
- Proficient in Networking, Server Operating Systems, Active Directory, Telephony architecture and management
- CCTV
- Supervision
- Team building
- Planning and coordination
- Team management
- Security systems
- Administrative support
- Problem resolution
- Communications
- Inventory management
- Relationship development
- MS Office deployment and support
- Help desk
- Coordinating Yearly Federal and State Audits

## **EXPERIENCE**

### 06/2010 to Current **Director of Information Technology**

#### **Family Health Centers Of Southwest Florida – Fort Myers, FL**

- Spearheaded the technology infrastructure from a nine member team, eighteen million dollar asset financial institution to an eighty-six team member, two-hundred and sixteen million dollar financial institution since 1995, although not hired full time by the institution until 2010 I have served in a contractual capacity the fifteen prior years.
- Engineered. Deployed and managed communication infrastructures, including LAN and WAN networks for communication and mobile device applications.
- Provided technology consultation for growing business, making recommendations and upgrading existing systems.
- Attended ongoing seminars, and workshops to remain current in emerging technology and advancements.
- Handpicked, trained, and managed Information Technology staff around the Culture and Vision of the long term goals presented forward by the Executive Management of the institution.
- Improved user-friendliness of Core systems by providing constant IT support and forward thinking objectives.
- Reviewed network policies and infrastructure to evaluate sub-optimal areas and develop solutions.
- Streamlined established processes by implementing client and employee feedback.
- Provided technology consultation for growing business, making recommendations and upgrading existing systems.
- Pivotal in the implementation of the Vendor Management Program for maintaining good working relations and contract negotiations with our valued vendor partners having fully vetted them for their chosen roles within the institution.
- Designed, Implement, and maintained the hypervisor infrastructure that is crucial to maintain the high availability and real time replication for all the institutions mission critical systems
- Collaborated and answered directly to CEO to maintain current technology trajectory of the institution.
- Engineered, deployed, and maintained all perimeter security to adequately suffice the risk appetite for current institution

### 06/2004 to 06/2010 **Consultant**

#### **Livingston International – Laredo, TX**

- Collaborated with clients to create tactical and strategic information systems plans that met consumer needs.
- Established quality standards and performed work according to project schedules.
- Spearheaded special projects throughout lifecycle to final resolution.
- Oversaw and supervised onsite consultant teams and liaised between team and business executives.
- Listened to clients' needs and assisted with identifying and securing appropriate services.
- Supervised upgrades to infrastructure and remedied problems that arose with end user hardware and software.
- Optimized project development and roll-out through in-depth technical research and analysis of risk-reward scenarios.

### 07/1999 to 07/2004 **Technology Coordinator**

#### **Connections Academy – Columbus, OH**

- Engineered and Executed the first what was then county wide Broadband Wireless Internet Network Infrastructure utilizing Microwave technology
- Set up computer hardware, software and associated devices.
- Performed technical troubleshooting on firewalls, DNS servers, DHCP servers, routers, and other associated ISP systems for optimal operation.
- Designed and implemented the build of private fiber Optic networks for several clients
- Engineered, consulted, and coordinated the construction of a new 1100 node hospital network infrastructure

### 07/1994 to 06/1999 **Owner Operator**

#### **Evans Distribution Company – Madison, IL**

- Set pricing structures according to market analytics and emerging trends.
- Supervised performance of six workers with goals of improving productivity, efficiency and cost savings.
- Promoted store offerings through newspaper advertisements, catalogs and brochures to attract new customers.
- Trained teams on specific operations and requirements for each job site, including applicable procedures and techniques.
- Worked as a contractor for several small to medium business to develop and deploy their IT needs and strategy

## **EDUCATION AND TRAINING**

### **High School Diploma**

**Calais High School - Calais, ME**

**Southern Maine Community College - South Portland, ME**

### **Internship**

**Portland Computer**