Jessica Claire

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CAREER OVERVIEW

I posses eleven years of experience in information technology projects involving supporting clients worldwide. I have been recognized for the ability to coordinate and lead special projects. I am capable of handling several tasks simultaneously with strong diagnostic, problem solving, and follow-up skills.

QUALIFICATIONS

Specialized Software Technology :
Lotus Products; Crystal Reports , Management Information Systems (MIS); Mapping Network drives; Java; Active Directory, Multiple Remote Troubleshooting tools (Norton PC Anywhere Ultra VNC, Net meeting, IBM Ayudame); Microsoft office suites 2007;Learning Management Systems(LMS)

Protocols:
LAN/WAN, TCP/IP, NET BIOS, NRPC, WAP, HTTP/ HTTPS, SMTP, IMAP, POP3, DNS, and DHCP.

Hardware Technology:
Network Routers and Hubs; Motherboards, memory, all drives including, hard drives, floppy drives, CD ROM's, CD/DVD writers, tape drives, zip drives, LS120, processors, all peripherals, palm devices (including PDA and Phone), and CE and Smart Devices

ACCOMPLISHMENTS

Responsible for implementing strategies to the Edvisor Database which made it easier for students to merge their Individual Development Plan (IDP) with their course track.
Led the User Acceptance Testing team to detect bugs and broken links which led to students being able to better access their course track through the E-Learning application.
Served as liaison for reporting weekly/monthly spreadsheets/reports to management and departmental heads by calculating the amount of time help desk agents spent resolving tickets, and implemented ways to decrease agent's time on those tickets.
Prepared and submitted both oral and written documentations on the performance of the call center response time, and collaborated with clients, departmental technical staffs and Quality Assurance Groups on ways to lower response time in order to be more effective.

WORK EXPERIENCE

INFORMATION TECHNOLOGY SPECIALIST — *2006 to 07/2010*

Schoolmint | Dallas, TX

- Serve as a 1St line trainer and team lead for IT Administrators for IBM Global Campus University which includes: E-Learning Saba Software, Live Virtual Classes, Expertise Reporter, Professional Development Tool, and Web Survey Wizard for IBM overall E-learning initiative.
- Administer assistance to help desk agents, project managers, and departmental heads by providing Tier 3 E-learning support via remote technology, telephone, email, and instant chat.
- Assign ownership of duties, tasks and tickets to the correct support group.
- Liaison for reporting weekly/monthly spreadsheets/reports to management and departmental heads calculating the amount of time help desk agents spent resolving tickets.
- Interact with project managers, system administrators, software testers, and business analysts to provide efficient, effective resolutions for students and classroom instructors by completing all projects in accordance to policies and procedures of IBM.
- Provide support for Edvisor Database by helping students merge.

BILLING AND EDITING ADMINISTRATOR — *2004 to 2006*

Enverus | Colorado Springs, CO

- Responsible for distributing Billing for 200 plus markets on a weekly basis that totaling up to over 150 million dollars.
- Research transaction and system data to resolve customer and merchant disputes.
- Enter transaction information via help desk ticket system using Client Relationship Management (CRM) Tool.
- Research, interpret, record and enter pricing information in department spreadsheets and also updated prices, costs and other information in AS/400 database.
- Run queries; import/export data as required.
- Ensure accurate, timely distribution of Billing statements and Ad hoc reports for merchants.
- Perform daily transaction edits to prevent duplication and eliminate other defined errors Audit billing and fulfillment processes.

NETWORK SYSTEM SUPPORT ANALYST — *2003 to 2004*

Interact Public Safety Systems, Inc | City, STATE

- Primary point of contact for local/state/federal government public safety agencies for the Southeastern region of the United States.
- Responsible for maintaining network mainframe and servers for police stations, fire departments and Emergency 911 call centers.
- Manage trouble tickets tracking and coordinating resolutions within time frame.
- Perform as an industry liaison with Bellsouth Technicians in troubleshooting Ali and Station Controller cards plus network printers.
- Prepare and submit both orally and written documentations to customers, departmental technical staff and Quality Assurance Group on performance of the call center response time.
- Troubleshoot remotely using PCAnywhere to define problems, collect data and repair network application plus maintain software application with the corresponding Window 2000 server environment.

APPLICATION SUPPORT ANALYST — *2002 to 2003*

Best Software | City, STATE

- Provide solutions for clients technical problems with regards to Peachtree Accounting Software with corresponding computer operating environment
- Implement of new client databases, maintain network operations, map network drives, and migrate data to MSDE and MS SQL database.
- Manage program support team and serve as primary contact for client correspondence
- Resolve accounting and billing problems regarding Peachtree software applications.
- Outline development and maintenance of departmental goals for quality, productivity and revenue generation.
- Update, maintain, backup and repair client enhancement databases when data corruption occurs.

SENIOR SYSTEM ANALYST/SHIFT SUPERVISOR — *11/1998 to 2002*

MCI WorldCom | City, STATE

- Monitor and troubleshoot MCI WorldCom corporate accounts
- Develop and modify toll free number configurations and ensured network traffic mapping
- Prepare presentations regarding product services for business sales/technical associates for promotional development by outlining objectives in order to improve knowledge and quality of representatives.
- Review sales activity document daily and track progress; outlined areas that require improvement; set objectives that lead to goals of corporate sales that exceeded 50% (Commendation from MCI WorldCom received).
- Responsible for tier 3 resolution of customer concerns via telephone and email.

EDUCATION AND TRAINING

Technical Certificates | Networking/Software Testing — *2007*

IBM Global Campus University, Atlanta, GA

Training Courses:
IBM Rational Software
IBM Tivoli Software Products
Introduction to Tools for Testing
SAP Overview: My SAP Logistics Modules IBM Software
Testing Automation Framework
Learning Management Systems(LMS)

BEA | Marketing Business Administration — *12/1998*

Mississippi State University