

# Jessica Claire

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## SUMMARY

Motivational leader and organizational problem-solver with advanced skills in technology consulting, team building and agile transformation. Experience stepping into roles and quickly making positive changes. Excited by possibilities. Passionate about people. Incredibly happy when we "get there" as a team.

## EXPERTISE

Account Management	Portfolio Management
Agile Champion	Product Development
Employee Engagement	Program Management
Operations Management	Project Management
Organizational Transformation	Strengths Coaching

## EXPERIENCE

### Practice Leader, Digital Delivery & Operations, 06/2013 - Current

#### Omni Hotels – New Orleans, LA

Agile Champion: Right-sized agile for customers who were actively or passively resistant to this change. Reinforced values that resonated with these teams: respect (for themselves and each other), collaboration (teamwork where everyone is in it to win it), and purpose (delighting the customer by delivering a quality product or service in a timely manner).

Delivery Leader: Lead opportunity pursuits, engagement solution design, discovery, and execution of delivery enablement for assigned accounts. Collaborated with management and peers and worked cross functionally across the system to continually identify and lead improvement initiatives.

Operations Leader: Collaborated with corporate services to define processes and procedures applicable to the Digital Practice. Socialized standard operating procedures with peers and managed the flow of communication to members of the practice. Reviewed industry standards and other best practice materials to recommend a path forward for evaluating and rewarding the performance of consultants.

Program and Account Manager: Initiated programs by leading alignment on program scope, release planning, aligning one or more teams on vision, business goals, creating program structure, and securing cross-functional support. Developed strong partnerships with functional leaders to drive focus on business objectives and positive customer outcomes. Managed program feature dependencies across multiple teams, functions, divisions, and stakeholders.

### Web Applications & Technology Services Leader, 06/2010 - 05/2013

#### JDS Uniphase Corporation – City, STATE

Product Owner: Managed the SharePoint product life cycle including strategic planning, project design, issue resolution, and vendor relationship management. Communicated a product vision regularly through detailed, written product requirements, roadmap documents and presentations. Identified future opportunities to leverage integration between platforms and business units.

Service Owner: Defined and communicated the ongoing application support model for business users. Assisted in the planning of technical support infrastructure through the creation of service level agreements and ensured the transition from application development to support

### Director, Engine Business Unit Technology, 05/2006 - 12/2009

#### Cummins – City, STATE

Business Unit Leader: Supported all business applications aligned to Global Marketing, Sales, and Customer Engineering functions. Applications included legacy mainframe and products recently released in beta mode by Oracle and Microsoft.

Change Agent: Successfully implemented a software as a service solution in less than ten weeks for global usage. Spearheaded the effort to create a reusable support model (including Service Level Agreements) for the Cummins Call Center.

Process Improvement Champion: Became a certified Six Sigma Certified Green Belt by leading projects that saved over 4.5 million dollars annually in software licensing costs.

Product Owner: Facilitated the creation of a cross-Business Unit team to address web content management, W3C compliance, application roadmap strategy, and service level agreements with both internal and external providers.

### Various, 05/1992 - 04/2006

#### Various – City, STATE

Conseco, Inc - Business analyst for new annuity products. Participated in creating new annuity products by utilizing the Stage-Gate Process. Defined compliance requirements for both Federal and State.

USA Group - Business Analyst for Loan Origination and Maintenance. Participated in the technology modernization process (moving from a Mainframe based architecture to a client/server application). Mapped over 2,500 unique fields (14 different customer types) to the new system. Created organizational change management materials and day to day job aids for operation staff.

Lincoln National Financial Services - Analyst for mergers and acquisitions related to 401k and pension programs. Served as an intermediary between Lincoln IT and company whose portfolio was being acquired. Documented gaps between both systems as an input into solutioning.

Indiana University - Analyst for Financial Aid Services. Worked with the director to translate Federal regulations into business requirements. Operationalized those requirements which would not occur through an automated workflow.

## EDUCATION AND TRAINING

**M.S:** College Student Counseling And Personnel Services

**Indiana University**

**B.S:** Liberal Arts And General Studies

**Indiana University** - Fort Wayne, IN

**A.A.S:** Organizational Leadership & Supervision

**Purdue University**

## CERTIFICATIONS

- Certified ScrumMaster, Scrum Alliance - 2016-2025

## ACTIVITIES AND HONORS

Fusion Alliance Company-Wide, Value-Based Awards

2021: Team

2020: Commitment

2019: Commitment

2018: Team

2017: Character

2015: Team