JESSICA CLAIRE

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PROFESSIONAL SUMMARY

An optimistic IT professional trained on CompTIA A+, Google IT Support Certification and AWS certified cloud practitioner with Per Scholas Academy. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Having relevant knowledge of the operating systems and installation and un-installation of software, as well as vast knowledge of the hardware, computer networking, deployment of OS, vast knowledge of the Ticketing system, Zendesk, ServiceNow and salesforce. Very familiar with the SSCM, Active Directory and problem solving. Well equipped with managerial skills and am confident and reliable. Ready to learn and provide outstanding service. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Core Banking
- Antivirus Software
- System and Network Security
- Commercial Projects
- Information Technology Infrastructure
- Information security technology
- Engineering and technology

- Engineering support
- Technology support
- Information Systems
- IT support
- Technology-savvy
- Customer support
- Understanding of engineering

WORK HISTORY

Information Technology Support Engineer, 01/2021 - Current
City Of Alexandria Va – Alexandria, VA

- Interacting with over 100 customers physically and remotely and quick fix of client-side issues with end users' devices
- Management of desktop services which include installation of IT equipment
- Building, provisioning, migrating and deploying of MACBOOKS and WINDOWS machines to users both remotely and in person, making use of SCCM and Excel for data management and record keeping
- Taking inventory of machines, weekly and bi-weekly based on instructions.
- Used critical thinking to break down problems, evaluate solutions and make decisions
- Led projects and analyzed data to identify opportunities for improvement
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting
- Demonstrated respect, friendliness and willingness to help wherever needed
- Worked within applicable standards, policies and regulatory guidelines to promote safe working environment
- Used Microsoft Word and other software tools to create documents and other communications
- Collaborated with team members to achieve target results
- Offered friendly and efficient service to customers, handled challenging situations with ease
- Developed and maintained courteous and effective working relationships
- Increased customer satisfaction by resolving issues
- Worked flexible hours across night, weekend and holiday shifts
- Proved successful working within tight deadlines and fast-paced atmosphere
- Worked with customers to understand needs and provide excellent service

Server Associate Technician, 08/2020 - 01/2021
Mt. San Antonio College – Walnut, CA

- Performed System Test
- System setup in test
- System updates and verification
- Execution of system test scripts and process
- System Failure Analysis and Repair
- Identification of error codes
- Troubleshooting of system errors for corrective actions
- Execution of system hardware repairs per proper procedures
- Issue Resolution
- Manage/escalate issues impacting systems in test and communicate to Peer technicians, Team Lead and Supervisors
- Continuous Improvement / 5S Support
- Work with extended team to identify and execute process improvements / 5S actions
- Developed and implemented performance improvement strategies and plans to promote continuous improvement
- Worked with customers to understand needs and provide excellent service
- Developed team communications and information for meetings
- Developed and maintained courteous and effective working relationships

Help Desk Support Technician, 01/2020 - 09/2020
Saic – Hampton, VA

- Installation of new programs and software
- Managing updates and providing technical support
- Diagnosing and resolving technical issues with hardware and software
- Performed In Depth troubleshooting of users' issues and resolving users' issues and escalation when necessary
- Team worker and good communication with teams and managers to meet company demands and goals
- Patched software and installed new versions to eliminate security problems and protect data
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions
- Configured hardware and granted system permissions to new employees
- Installed, modified and repaired software and hardware to resolve technical issues
- Analyzed issues to identify troubleshooting methods needed for quick remediation
- Compiled and accurately entered data for each customer encounter to record in system
- Provided Tier 1 IT support to non-technical internal users through desk side support services
- Monitored systems in operation and quickly troubleshot errors
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team
- Researched product and issue resolution tactics to address customer concerns
- Developed and tested new product offerings prior to release to assist development team in bug identification
- Removed malware, ransomware and other threats from laptops and desktop systems
- Configured hardware, devices and software to set up work stations for employees

Desktop Support Technician, 12/2018 - 12/2019
Shake Shack – City, STATE

- Support Users both remotely on on-site to help troubleshoot and resolve issues
- Manages and troubleshoot network and non-network printers
- Manages user environment of 1000+ Users and 1500 + desktops/laptops
- Real time ticket management utilizing, monitoring and managing service desk system and response to incidents and requests
- Ordering of computer supplies and keeping of inventory
- Desktop support responsibilities include operating system builds, fault diagnosis and management of open tickets within call logging system
- Familiar with wiring/cabling standards
- Knowledge of networking topologies and network wiring Systems
- Performs other related duties as assigned by management
- Collaborated with business partners and internal stakeholders to optimize scheduling of repair and upgrade jobs, minimizing resource availability disruptions
- Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation
- Purchased, setup and installed new computers

EDUCATION

Associate of Science: Cloud Computing, 02/2019
Per Scholas - Newark, NJ

**Licenses & Certifications Certificate of Achievement. Getting A Job Course - Per Scholas Technical Support Fundamental - CourseraDGED75SATQSXGOOGLE IT SUPPORT - Coursera Course CertificateGoogle IT Support Certificate - **: 08/2018
Per Scholas - Newark, NJ

Bsc: Technology, Entrepreneurship/Entrepreneurial Studies, 2016
JABU

CERTIFICATIONS

CompTIA A+ Help Desk Implementation RAM System Administration Computer Repair Computer Networking Operating Systems Management Amazon Web Services (AWS) Teamwork.