

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

I'm a seasoned IT leader with experience in building highly technical and effective teams. I have experience with modernizing architectures and transforming workflows to best suit the business – operationally and fiscally. My technical background is in infrastructure architecture and management of highly scalable solutions. My leadership experience extends to those same mission-critical teams, where I aspire to be a transformational leader practicing a servant-leadership management style.

## SKILLS

- Project lifecycle management
- Infrastructure development
- Agile framework
- Requirements analysis
- Budget administration
- Product development
- Written Communication
- Organization and Time Management
- Customer Service
- Teamwork and Collaboration
- Analytical and Critical Thinking
- IT solution development
- Performance Management
- Virtualization technologies
- Operational analysis
- Solutions deployment
- Technical Analysis

## WORK HISTORY

### Director of Information Technology, 06/2012 - 12/2021

#### Midland Care Connection – Kansas City, KS

- Oversaw delivery of portfolio services to 100k users regionally and globally
- Strategically led multiple and diverse engineering teams of experienced professionals to design, support, and build cost-effective and scalable technical platforms that can be leveraged by internal and external users/customers
- Responsible for budgeting, forecasting, project management, and road-mapping for technical project development and implementation
- Created operational policies, procedures, standards, guidelines and best practices across a global organization
- Assessed new innovative technologies, mission critical systems, security, communications for business transformation opportunities and business continuity
- Built and maintained collaborative relationships with internal and external stakeholders to drive accurate and timely resolutions to complex issues
- Prioritized work efforts and allocated resources to meet internal and external customer demands, aggressive deadlines, and competing priorities
- Ensured appropriate balance between short-term impact and long-term vision related to all proposed technical solutions Served on enterprise advisory and architectural committees
- Led by example, establishing credibility through technical execution
- Negotiated several multimillion-dollar enterprise license agreements, as well as on-going vendor contract management
- Successfully led teams responsible for enterprise work-from-home strategy during COVID19 pandemic.
- Developed and implemented technical application support and information technology policies and procedures that advanced investment needs, outcomes and performance measurements to balance continuous innovation with responsible risk-taking.
- Developed and maintained service level agreements for strategic applications and measured performance against objectives.
- Developed, tracked and controlled information technology operating budgets and cost and benefit analyses for IT spending initiatives.
- Deployed, monitored and maintained system installation, upgrades and network integration.
- Monitored automated build and continuous software integration process to drive build/release failure resolution.
- Managed testing cycles, script development and coordination of user acceptance testing for software and applications within healthcare industry.
- Wrote code and developed tools and integrations to meet cross-platform user needs.
- Worked with cross-functional design teams to create software solutions that elevated client side experience and significantly improved overall functionality and performance.
- Designed and built infrastructure automation tools and applications to deploy next generation platform.
- Versed in complete software life cycle from preliminary needs analysis to enterprise-wide deployment and support.
- Incorporated cloud architecture into new facility planning, reducing need for on-site equipment and technical support personnel.
- Developed network and system architecture according to business needs.
- Provided high availability features and technologies.
- Migrated numerous legacy systems to newer technologies, reducing costs and enhancing efficiency of computing tasks.

### Senior Systems Engineer, 03/2009 - 04/2012

#### Northwest Bancorp, Inc. – Valencia, PA

- Implement and support a variety of Tier 1 services and technologies
- Analyze, log, and track complex software and hardware matters of significance pertaining to servers and applications to meet business needs
- Coordinate hardware and software installations and upgrades to ensure work is performed in accordance with company policy
- Coordinate and monitor troubleshooting to isolate and diagnose common system problems Architect, Implement, and Support wide range of Windows and Linux based Tier 1 server solutions
- Team Lead responsible for long term architecture planning and development of junior admins on focus team
- Architected, Implemented and Managed the Microsoft Dynamics CRM infrastructure
- Responsible for performance resolution and entity customization imports, integration, and updates
- Worked closely with software engineering groups for implementation of custom built, scaled, solutions
- Design, install, configure VMware ESX, ESXi, within vSphere environments

### Senior Technology Specialist, 01/2006 - 02/2009

#### Ricoh Americas Corporation – Arden Hills, MN

- Train staff and users to work with computer systems and programs
- Prepare cost-benefit and return-on-investment analyses to aid in decisions on system implementation
- Implement and support a variety of cross-platform technologies including Windows Server platforms, Microsoft Exchange, EMC storage networks, VMware Virtual Infrastructure, Citrix Presentation Server, and Citrix Access Gateway
- Proven experience in the design, implementation, and maintenance of multi-site and multi-tiered infrastructures
- Provide direct customer support and training
- Managed incident resolution from initial occurrence to successful outcome
- Negotiated with other LOB managers to establish priorities
- Influenced product and project delivery through the incident management process.

## EDUCATION

### ITIL v3 Foundation Certified

### Master of Business Administration: 2013

#### ARGOSY UNIVERSITY

### B.S: Management Information Systems, 2007

#### INDIANA UNIVERSITY OF PA