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# JESSICA CLAIRE

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## SUMMARY

Diverse experience in policy development, community engagement, issue advocacy, grassroots organizing, and program development. Passionate about clean energy and sustainability. Results oriented. Maneuvers well to get things done; maze bright. Ability to seize strategic opportunities. Committed to providing high quality technical support, analyze data, communication, as well as organizational and problem-solving oriented.

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## SKILLS

Skilled in communication strategy and planning and the ability to communicate detailed information to a diverse audience. Highly organized and demonstrated exceptional attention to detail. Able to maintain a focus on the Program mission and maintain a global perspective while attending to detail. Strong facilitation and interpersonal skills, the ability to meet deadlines, and flexibility to adapt to a changing environment. Demonstrated ability to make sound decisions and exercise good judgment. Excellent attention to detail, Knowledgeable of project/initiative governance. Strong facilitation, problem solving and coaching skills, with the ability to provide consultation and/or technical assistance. Knowledgeable of statistical analysis methods and tools.

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## EXPERIENCE

**Information Technology Analyst**, 03/2022 - Current

**22Nd Century Technologies** – Nashville, TN

Lead in Operating system migration from Windows 11 for all Adidas departments in Headquarters. Assisted IT and information system planning, execution and management to improve operational effectiveness. Reviewed technology update proposals and status reports to address company challenges and issues. Troubleshoot and resolve software center (internal software repository) system failure. Managed applications for end users naming, asset tag and location tracking. Re-imaging computers, troubleshoot scanners and add printers to the network. Installing needed applications for PC and Mac Computers. Periodic active directory, computer, and network backup, Perform site surveys as needed

**IT Technician (Contract)**, 02/2021 - 09/2021

**Qurate Retail Group** – Fort Myers, FL

Updated software versions with patches and new installations to close security loopholes and protect users. Troubleshoot and resolve software center (internal software repository) system failure. Managed Snow Record application for end users naming, asset tag and location tracking, Re-imaging computers, troubleshoot scanners and add printers to the network. Install Citrix, Periodic active directory, computer, and network backup and Perform site surveys as needed. Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes. Explained technology-related details in easy-to-understand terms to individuals from different backgrounds and in various job positions.

**International Ambassador**, 02/2016 - 07/2017

**Chemeketa Community College** – City, STATE

Provided accurate and detailed descriptions of services, facility features and hours of operation. Established stable of media-trained internal subject matter experts for conferences, speaking opportunities and live interviews. Worked with new exchange students and helping them get situated. Assisted by answering phones, responding to guest inquiries, and providing information about services while maintaining great customer service. Urged everyone to develop a strong work ethic by demonstrating patience, diligence and consideration for others. Provided accurate and detailed descriptions of services, facility features and hours of operation.

**Data Entry Specialist**, 02/2016 - 07/2017

**Precision Data Research Company** – City, STATE

Data Entry, Assisted by answering phones, responding to guest inquiries, and providing information about services while maintaining great customer service. Assist in the research and implementation of Program policy, rules, and legislation. Gather, compile, and analyze information related to major Child Support Program issues. Research, evaluate, and draft program laws, rules, policies, procedures, and forms. Contact state agencies, program staff, and other sources for research information. Prepare summary reports or memorandum for the Policy and Program Leadership. Make recommendations for informed decision making. Development and implementation of privacy policies and process. Development and maintenance of privacy practices and forms.

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## EDUCATION AND TRAINING

**Associate’s Degree:** Criminal Justice, 05/2018

**Chemeketa Community College** - Salem, OR

**Associate’s Degree:** Computer Science, 09/2014

**Abia State University** - IMO STATE Nigeria

**High School Diploma:** 07/2012

**Government College** - Abia

GPA: 4.0

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## LANGUAGES

**IGBO:**

**Negotiated:**