

JESSICA CLAIRE

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SKILLS

- Macintosh Operating and Windows Operating Systems management and maintenance
- Network Administration
- Network Performance Tuning and security
- LAN protocols
- Technical Support
- Equipment management
- End-user support
- Hardware installations
- Software updates
- Problem-solving skills
- Task Prioritization
- Software: Microsoft Word, Power Point, Excel, Outlook expertise; Lotus, Argo; Remote Software; Pearson Testing Software; Certiport Administrator Tools; Audacity; Microsoft Teams; Zoom; Pinnacle Gradebook; Canvas LMS; Facebook; Twitter; Instagram and Pinetrest.

EDUCATION

- American InterContinental University
Bachelor of Science: Information Technology
- Broward Community College
Associate of Arts: Elementary Education

CERTIFICATIONS

- Comptia network plus

PROFESSIONAL SUMMARY

Driven Informational Technology Specialist with over 18 years of experience developing and enhancing technology systems in an academic setting. Talented in diagnosing and troubleshooting computer hardware and software issues across various operating systems and maintaining network and network security. Practiced in personably translating end user requests and obtaining corresponding technology to meet specifications.

WORK HISTORY

City Of Clovis - Senior Information Technology Specialist

Clovis, CA • 01/2003 - Current

- Handled computer systems troubleshooting and provided technical support to faculty, students and staff.
- Analyzed hardware, software or network issues to identify troubleshooting methods needed for quick remediation.
- Repaired, troubleshoot, assembled and or updated of over 100 computers daily.
- Manually configured computer systems.
- Repaired and replaced computer and printer peripheries.
- Revised system configuration and installed end user's desired hardware/ software.
- Evaluated performance of computers and identify areas failing quality standards in respect of efficiency, speed and accuracy.
- Performed installations, routine upgrades and reimaging of computers when necessary.
- Supervised and maintained accurate school-wide technology inventory database.
- Maintained functional computing environment by identifying network requirements; installing upgrades; monitoring network performance.
- Oversaw network, file servers and Avaya network phone system.
- Conducted instructional education software and Web 2.0 programs to teachers and staff.
- Maintain network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
- Served as online test administrator.
- Configured hardware, devices and software to set up work stations for employees.
- Patched software and installed new versions to eliminate security problems and protect data.
- Helped streamline repair processes and update procedures for support action consistency.
- Monitored systems in operation and input commands to troubleshoot areas.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Executed various techniques, to maintain servers and systems, keeping networks fully operational during peak periods.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Performed tests of functionality, security and performance of different workstations and devices.
- Developed and maintained strong client relationships to deliver exceptional customer service and problem resolution.
- Trained and supported faculty and staff with software, hardware and network standards and use processes.
- Monitored school server, network connections, firewalls and filters to maintain maximum up-time and functionality.

Fresno County Office Of Education - Mental Behavioral Specialist

Fresno, CA • 01/2011 - Current

- Worked with psychiatrists, psychologists, social workers, counselors and therapists.
- Helped patients reach goals established in their individualized therapeutic plan for their care.
- Worked on goals in personal care, independent living, health care, and social, recreational and employment activities.
- Established close contact with patients, helping keep track of their progress toward goals as well as barriers to reaching goals, and emergence of new goals.
- Worked with mentally, developmentally, or emotionally impaired individuals on daily basis.

City Of Hollywood Parks And Recreation - Aftercare/Camp Counselor

City, STATE • 01/1998 - 01/2004

- Established lead counsellor of groups of 15-25 elementary school-aged children.
- Collaborated with other camp counselors to design fun and enriching learning activities for campers
- Developed age-appropriate arts and crafts activities to encourage campers' artistic skills development and creative expression
- Led groups of children safely through variety of camp activities
- Supervised pre-planned field trips and followed established safety guidelines to minimize campers' accident and injury risks

McNicol Middle School/Broward County School District - Substitute Teacher

City, STATE • 01/2001 - 01/2003

- Implemented lessons for grades 6-8 in various disciplines and provided continuous instruction in absence of regular classroom teacher.
- Served as regular and consistently dependable substitute at one primary location.
- Managed student behaviors while executing outlined curriculum