

JESSICA CLAIRE

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SUMMARY

IT SUPERVISOR Career of 21+ years of expertise in technical professional, leading complex projects, managing cross-functional resources to ensure achievement of business, and organizational goals. Along with ensuring system efficiency and cost effectiveness. Oversee the organization operation requirements and fulfill technology solution to support user and management. Commit to quality and service excellence with aptitude for launching new technology operations, including client/vendor relationships, policies/procedures, and business processes.

SKILLS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

EXPERIENCE

03/2014 to 09/2019 **Information Technology Supervisor I**

Colorado Springs Utilities – Colorado Springs, CO

- Managed Statewide data collection, coding, and auditing for California (CA) law enforcement agencies for validity of fatality crash data
- In compliance with the National Highway Traffic Safety Administration (NHTSA) and the Governors Highway Safety Association (GHSA)
- Responsible for 1.5 million of the Federal Grant and Cooperative Agreement to ensure the implementation of quality, efficient, and consistent approaches to carrying out Data Management tasks
- Served as a key liaison between the California Department of Technology (CDT), internal IT, Caltrans, Office of Traffic Safety, Universities, and the Governor
- Managed all CA law enforcement agencies crash data for timely reporting, completeness, and accuracy to support the 1.5 million of the NHTSA Federal Grant and the Cooperative Agreement
- Managed two teams of analysts and system administrators for support and contribute to the development of project deliverables to meet deadlines; Provide analysis, research, and insight to support NHTSA programs; Research and review emerging fatality data for accuracy and validity
- Regularly reported on grant deliveries including program accomplishments
- Maintained data integrity in compliance with defined standard of the Model Minimum Uniform Crash Criteria (MMUCC) guideline cooperatively by NHTSA
- Coordinated with cross-functional team on specific data management review, ensuring adequacy, legitimacy, and accuracy of data; implementing efficient procedures, on-time delivery of accurate data collection to meet NHTSA's benchmark
- Developed and distributed a variety of organization-wide key reports, revising methodology, and presentation
- Assisted with database audits and analysis procedures with the understanding of data administration
- Created staff training sessions on best practices for streamline and effective work processes
- Proven track record of leading teams, providing technical direction and leadership on successful projects
- Collaborated with all levels of senior management at multiple organizations to meet organization IT goals and expectations
- Managed and maintained budget hardware and software lifecycle management
- Achieved short and long-term goals by securing smooth, effective procurement operations of goods and services through strategic planning in compliance with the State Administration Manual (SAM) and the State Contracting Manual (SCM)
- Reviewed Leverage Procurement Agreements (LPA), conducted market analysis, negotiated prices, and resolved invoicing issues with Finance and Accounting
- Reviewed employees' performances, promoted competent and confident staff, while recognizing employees for outstanding teamwork and overall performance
- Coached, mentored, and led levels 1, 2, and 3 support personnel within the technical team environment
- Supported senior management in developing and implementing organization standard operating procedure (SOP)

09/2009 to 03/2014 **Information Technology Supervisor**

Colorado Springs Utilities – Colorado Springs, CO

- Collaborated with functional business areas and strategic leaders to plan, implement upgrades, enhancement, migrations, and deployments of the \$35 million California Highway Patrol (CHP) Computer Aided Dispatch (CAD) Replacement Project ensuring smooth and seamless operations while upgrading software and hardware in 24/7 911 25 call centers statewide
- Led team of 12 system administrators for 24/7 support of a statewide CAD network
- Evaluated operating needs and developed comprehensive technology plans to address both current and future network requirements
- Worked with engineering teams on the design, development, and implementation of the customer's statewide CAD network

- Developed and implemented key components of the Post-Implementation Evaluations & Reviews (PIERs) and Site Installation Plan, including conducting site surveys, training, creating workstation images used statewide, developing documentation to support installation processes, and equipment maintenance

- Managed an asset inventory of more than 228 servers, clients, and network communication devices including lifecycle management, procurement, and replacement keeping the networks at peak readiness

- Optimized network functionality by maintaining internet protocol (IP) routing, domain naming system (DNS) servers, internet information services, port security, secure socket layers (SSL), and certificate authorities

- Installed and configured, Window Server Active Directory, remote access, virtual private network (VPN), routers, firewalls, structure query language (SQL), and VisiCAD software on CAD

- Worked with engineering teams to install and configure NetMotion Wireless' Mobility system to support the CHP's Mobile Digital Computer (MDC) systems in patrol cars statewide

- Supported local and remote users in troubleshooting hardware, software, and network issues with distributed servers and databases, including on-call support

- Coached, developed, and supported team to improved accuracy and efficiency that relate to technical and non-technical- functions of the new CAD system

- Enhanced material and product value by increasing quality and lowering cost through LPA, strategic sourcing, and acquisition of new IT technologies in compliance with SAM and SCM

- Monitored all software and hardware products and ensure compliance with California Technology Agency (CTA), the Department Operations Manual (DOM) and SAM

- Facilitated all new employee orientation to foster a positive team attitude; managed the annual employee evaluation program

04/2009 to 08/2009 **Information Technology Supervisor**

Vitera Healthcare Solutions – Lincoln, NE

- Supervised high-performing team of IT professionals charged with ensuring 24/7 uptime operations for medical professionals within the two prisons

- Ensured the optimal performance of business-critical network, workstation equipment, internet sites, user applications and databases

- Led team of 16 system administrators for 24/7 support of the IT Network Services Team

- Developed, implemented, and trained end-users to ensure that systems, network, and data users are aware; understand and follow the network information assurance (IA) policies and procedures

- Reduced system risk, improved troubleshooting capabilities by implementing remote management functionality, and standard procedures for the deployment and recovery of systems

- Optimized network functionality by maintaining Window Active Directory, IP routing, DNS servers, internet information services, port security, SSL, certificate authorities, installed, configured remote access, VPN, routers, and firewalls

- Spearheaded installation and configuration, including cabling, hardware builds, setup, server configuration, security, and testing

- Collaborated with all levels of management at multi-organizations to meet standard IT goals and expectations

- Reviewed employees' performance evaluations while recognizing employees for outstanding teamwork and overall performance

07/2007 to 04/2009 **Associate Information Systems Analyst**

Corrections And Rehabilitation – City, STATE

- Designed and managed network infrastructure for Business Services and Training for Trainers (T4T) in the Business Intelligence System (BIS) for the Department of Corrections and Rehabilitation

- Supported the full lifecycle of the server from ordering the server all the way to decommissioning of the server

- Designed, documented, implemented processes for network server hardware, software, and database support

- Created network server diagrams, logical diagrams, IP address schemes, asset management, database management, and database designs

- Identified, implemented, and configured tools to facilitate support processes and activities

- Posed and applied knowledge of principle, practices, procedures in the field of server hardware/software, Windows Active Directory, SQL Server, and Oracle database administration

- Performed active directory user/computer accounts and group policy management

- Collaborated with all levels of senior management at multiple organizations to meet organization IT goals and expectations

- Assisted management with budgeting, staffing, and purchasing for the IT Network Services Team

- Achieved short and long-term goals by securing smooth, effective procurement operations of goods and services through strategic planning in compliance with SAM and SCM

- Developed, implemented, and trained end-users to ensure that systems, network, and data users are aware; understand and follow network IA policies and procedures

- Mentored junior level personnel in technical complexities of assigned work

- Became a subject matter expert for various IT products

- T4T in the new Business Intelligence System (BIS)

- Conducted training for 33 state prisons, 11 offices, Corrections Boards, and Headquarter

EDUCATION AND TRAINING

Bachelor Degree: Criminal Justice Administration Operating

/ Networking Systems: Windows Server; MS Exchange; MS Active Directory; and VMware Computer proficiency with applicable software application: CAD, MS Word, Excel, PowerPoint, Project

Visio, and Outlook and Adobe Suite Networking Protocols/Tools: Cisco; TCP/IP; VMware; NetMotion Mobility

; VoIP; FTP; VPN; Firewall; DNS; DHCP; SMTP LAN; and WAN