

JESSICA CLAIRE

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SUMMARY

I am a Diligent Database Analyst offering statistical modeling, forecasting and market analysis expertise. Excellent time management and problem-solving capabilities with a great focus on detail. Adept at collecting, cleaning, transforming and validating data as a process for arriving at conclusions. I am committed to supporting customer satisfaction with response times, resolution acceptance and communication. I'm logical and proactive to implement, control and execute assigned tasks prior to deadlines. My special talents in SharePoint Online and Microsoft 365. I am comfortable working alone or with others to successfully investigate and troubleshoot problems. I am always willing to learn and expand my skillsets.

SKILLS

- Technical Troubleshooting
- Application Installations
- Hardware and Software Repair
- Documentation Development
- Help Desk Support
- Account Administration
- Teamwork and Collaboration
- Verbal and Written Communication
- Troubleshooting and Diagnostics
- System Maintenance
- Software Management
- Device Configuration
- Installing Equipment
- Writing Reports
- Critical Thinking
- Cable Arrangements
- Customer Service Support
- Database Administration
- Database Analysis
- Data Conversion and Migration
- Organizational Skills
- Customer Service

EXPERIENCE

Database Analyst, 12/2022 - Current

Bae Systems – Fairview Heights, IL

- Communicated with clients to understand system requirements.
- Provided technical guidance for system development and troubleshooting.
- Provided status updates to keep upper management informed and to reach goals.
- Verified stability, security and scalability of system architecture.
- Planned, implemented and integrated updated system-oriented projects.
- Provided exemplary helpdesk service and support to assist customers.
- Designed and delivered mission-critical infrastructure to maintain consistent availability and performance.
- Created systems for deployment by military in remote locations.
- Defined technical integration strategy and developed integration plans.
- Assisted with customer requests and answered questions to improve satisfaction.

Signal Support System Specialists (MOS 25U), 03/2018 - Current

Rochester General Health System – Norfolk, NY

- Identified issues and initiated troubleshooting methods for signal support services, including radio, wire and battlefield automated systems.
- Maintained signal support systems and provided technical advice to commanders, staff and subordinates.
- Installed and employed signal support systems and terminal devices for battlefield situations.
- Used computers to control and monitor network status during battlefield operations.
- Performed preventive maintenance checks, diagnosed faults and completed basic repairs.
- Demonstrated professional attitude and exemplary composure in every internal and customer interaction to promote collaboration and team success.
- Maintained system logs or manuals to document testing or operation of equipment.
- Performed diagnostics and testing to locate root causes and resolve issues for optimal performance.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Demonstrated leadership by making improvements to work processes and helping to train others.
- Gathered information and used previous knowledge to brief supervisors and/or other units to maintain clear channels of communication.

Nurse Aide, 09/2017 - 03/2018

Santa Rosa Medical Group – City, STATE

- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Collected and documented vital signs to track current patient conditions.
- Documented patient intake and dietary requirements and aided with feeding and monitoring.
- Looked for physical, emotional and symptomatic changes in patient condition and obtained necessary care for medical concerns.
- Documented information in patient charts and communicated status updates to interdisciplinary care team.
- Assisted over 100 residents with daily needs, personal hygiene, dressing and facility transfers.
- Charted patient blood pressures, temperatures, blood sugar levels and vitals using PEPID Nursing software.
- Communicated concerns regarding patients' status, care and environment to nursing supervisors, clinical care supervisors and case managers.
- Engaged with patient family and friends to provide courteous visit experience.

EDUCATION AND TRAINING

Military Training: Signal Support System Specialists, 12/2019

Fort Gordon, GA

- Completed continuing education in Mechanical and electrical principles, Preventive maintenance principles, Communication security policies and procedures, and Line installation and wiring techniques

High School Diploma: 05/2018

Milton High School - Milton, FL

- I Received an award for Microsoft Office Specialist for completing a Office PowerPoint in 2017.

Military Training: Army Signals Collection Analysts

Corry Station - Pensacola, FL

- Completed coursework in detection, acquisition, location, and identification of foreign electronic intelligence, and electronic signals in order to produce strategic and tactical intelligence.