JESSICA CLAIRE

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SKILLS

- Technical Support and Assistance
- Escalation of outages to vendors and Management
- Proven team leader in afterhours absence of management
- System Performance Assessment
- Organizational Skills
- Following diagrams and written instructions
- Auditing Service Requests
- Resolving Incidents, Requests and Problems
- Troubleshooting Network Issues
- Vendor and Site Support Coordination
- Enterprise Monitoring software
- Mainframe Environments
- Voice systems troubleshooting
- Platform alarm troubleshooting and escalation
- Writing and updating SOP documentation
- Coach new hires on technical procedures.

EDUCATION

South Central Technical College
North Mankato MN

Computer Careers

PROFESSIONAL SUMMARY

Detail-oriented Senior Information Technology Specialist, with 22 years of experience offering outstanding support to users of various levels. Exceptional knowledge and skills in Command Center environments. Established reputation as sharp technology expert when working with customers to identify and deploy solutions. Seeking to leverage solid technical skills and abilities to advance into a career with more advanced technical support needs.

WORK HISTORY

City Of Clovis - Senior Information Technology Specialist
Clovis, CA • 02/2015 - Current

- Team Lead with little to no supervision during afterhours support needs.
- Respond to mainframe, network, platform and voice related support issues affecting production availability and ensure they are resolved according to SLA. Teams average 99% SLA success rates.
- Resolve requests by contacting end users for any missing information needed to complete requests.
- Monitor events, applications, jobs and agents using CA Workload Automation job schedulers, following established escalation procedures reporting any delays or problems to management and escalation teams.
- Monitor network devices and communications with provided tools. Interpreting results of troubleshooting to identify, understand and resolve network performance or problems.
- Work with vendor technicians and internal support teams to resolve network issues at store or distribution center locations.
- Configure devices and software to set up workstations for employees.
- Resolve Firecall requests using Active Directory and PIM.
- Conduct daily system monitoring, integrity and availability of hardware and software on all platforms.
- Write and update department SOP documentation. Voice documentation updates have resulted in 10% increases of ticket resolution times.
- Work with Leadership teams to achieve specific command center goals.
- Drive complicated system related issues to resolution across multiple services and groups. Summarize key elements of technical problems and assign cases to internal and external partners.
- Advise Senior Leadership of any developments and action plans, set customer expectations and provide updates regarding troubleshooting and resolution action plan in external communications.

Comm-Works - Technical Lead
Atlanta, GA • 03/2012 - 02/2015

- Communicated between contracting team and client team, when issues overlapped team scopes.
- Supervised Open Systems DR backup tape schedule, scheduled team members for afterhours coverage of preparing cases to be picked up by offsite vendor.
- Investigated and addressed system issues to enhance usability and improve functionality.
- Mentored junior team members, providing educational expertise on technical concepts related to Open Systems Operations functions and responsibilities.
- Evaluated and adopted new team processes to address changing client needs.
- Held responsibility for client reporting on team metrics, with exports of monthly ticket details. Reported results with spreadsheet pivot tables and pie charts. Created PowerPoint presentations and held weekly meetings for granting of SLA exceptions to any missed SLA's. Average Open Systems team SLA of 99.7%.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Monitoring of Open Systems application schedules.
- Manage department task sheet, to ensure all items are completed.
- Recovery of retail store files using telnet and remote desktop applications.
- Active Directory access requests.
- Oversaw project for delivery of new servers and disposal of retired servers. Project completion timeline was ahead of schedule.

Supervalu - Senior Information Technology Technician
City, STATE • 02/2005 - 02/2012

- Monitored mainframe ZOS LPARs, Lotus Notes LPARs, AS400 systems and VM Linux LPARs.
- Perform mainframe, AS400 and open system backups.
- Monitor native and virtual tape systems, contacting support for any tape system repairs needed.
- Monitor Sysview for mainframe conditions needing attention.
- Monitor mainframe jobs using CA-7 and Enterprise Scheduler Platforms.
- Call support teams for scheduling requirements or resource requirements that hold up mainframe jobs.
- Monitor open systems agents, applications, objects and jobs using AutoSys, ESP Workstation and CA Workload Automation job schedulers.
- Escalate scheduling errors, maxrun and job fail alarms to application support teams.
- Attend outage notification bridge calls and page support teams as needed to resolve outages, create outage timelines reported to management for root cause analysis.
- Perform mainframe environmental and production batch backups within change window end time. Application availability up times ahead of schedule quite frequently.
- Work with vendors to replace or repair Data Center hardware as needed.
- Monitor Xerox printers, sort output, print timecards, print payroll checks and box output for shipping.
- Monitor Site Scan and call facilities support as needed.
- Open, update, transfer and close tickets for operations related issues.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.