

JESSICA CLAIRE

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 100 Montgomery St.
10th Floor

EDUCATION

Mississippi State University

BBA: Information Systems

Mississippi State University

Minor: Computer Science

SKILLS

- C++
- SQL
- Java
- Python
- HTML/CSS
- Data Analysis
- Information Security
- End-user support
- Network Administration
- Software/Hardware Installations
- Remote Support
- Device Configuration

ACCOMPLISHMENTS

- Dean's List at MSU
- IT Department at MSU
- EcoCAR Team at MSU
- Cyber Security at MSU
- Baptist Student Union at MSU
- College Ready at MSU
- College of Business Ambassadors at MSU
- Association of Technology, Management, & Applied Technology at MSU

WORK HISTORY

Kimley-Horn And Associates, Inc. - Information Technology Analyst

Sarasota, FL • 08/2019 - Current

- Provided Tier 1 IT support to non-technical internal users through desk side support and remote services.
- Controlled and managed server room, wireless network, server infrastructure, audiovisual equipment, laptops, desktops and video conferencing equipment.
- Loaded software, granted permissions, setup network profiles and configured hardware for new employees as part of on-boarding process.
- Performed daily system monitoring, verifying integrity and availability of all hardware, server resources, systems and key processes.
- Used "Lansweeper" ticketing system to manage and process support actions and requests.
- Resolved computer issues by utilizing remote-desktop access software such as "Bomgar" or "Beyond Trust."
- Developed and maintained strong client relationships to ensure delivery of exceptional customer service and problem resolution.
- Managed numerous computer labs (20-40 desktops each lab), servicing each work station with new desktops and peripherals while also securing the hardware/software of each station.

Leidos Holdings Inc. - Computer Systems Analyst

Anniston, AL • 04/2020 - 08/2020

- Oversaw 25-50 customer calls per day while providing excellent customer support.
- Supported and managed software, hardware and peripherals in use by the H&R Block team.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Provided reporting and technical expertise for maintenance of organizational processes.
- Communicated regularly with co-workers concerning data exchange and technology integration.
- Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions.

Edison Technology Services - Computer Technology Assistant

City, STATE • 01/2019 - 07/2019

- Entrusted with a multitude of computers/hard drives to erase and recycle for several tax businesses.
- Maintained client confidentiality by cautiously erasing confidential tax information from desktops.
- Safely destroyed unusable computer components in an eco-friendly approach.
- Analyzed projects to determine resource requirements and procured necessary equipment and software.
- Conducted numerous tests of components and systems to evaluate performance and identify concerns.
- Maintained current software licenses and patched applications to stay up-to-date with latest features.

PROFESSIONAL SUMMARY

Information Technology Analyst with 3+ years experience in managing data for employers/co-workers and distributing information across an organization. Skilled technician proficient in data analysis, security support, and highly technical troubleshooting. Expertise in information technology, technical understanding, documentation, reporting, and process improvement. Proficient in providing excellent customer service in person, by phone, or video chat in a professional, friendly manner. Ambitious, career-focused jobseeker, anxious to obtain an IT related position to help launch career while achieving company goals. Currently seeking Information Technology related internships for the Summer of 2022 that have the potential for a full-time position.