JESSICA CLAIRE

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☎ (555) 432-1000

📍 100 Montgomery St. 10th Floor

PROFESSIONAL SUMMARY

Detail-oriented Information Technology Specialist with extensive experience in telecommunications, retail and customer service. Troubleshoots highly technical, complex issues with ease and patience. Delivers Tier 2 and 3 support knowledge.

SKILLS

- 10+ years of solid technical help desk experience
- Software/Hardware Operating Systems Software testing & programming Network/Server maintenance Local remote systems support Technical help desk experience System backups
- Network improvements/repairs /upgrades
- Operating Systems: Windows 2003, 2008, Vista, XP, 10
- Software updates
- Employee training and development
- Excellent interpersonal skills
- WMS (PKMS, Reddwerks)

EDUCATION

Associates Remington College
Memphis, TN
Associates of Applied Science:
Computer Networking field
Computer Networking

Sheffield High School
Memphis, TN
Diploma: Combined path

WORK HISTORY

National Aeronautics And Space Administration - Information Technology Specialist
Las Cruces, NM • 10/2018 - Current

- Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems and key processes.
- Used ticketing systems to manage and process support actions and requests.
- Facilitated the best user experience through continuous support, training classes, webinars, improvements and communication of system changes.
- Attended regular client meetings to report project progress and address questions.
- Worked with desktop and floor model printers (Ricoh, Lexmark, Zebra)
- Trained on Autobixer machines for faster production
- Worked with PKMS warehouse system
- Worked with multiple sewing/laser machine computers
- Fast paced and quick changing environment
- Communicated regularly with users concerning data exchange and technology integration.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.

Blythe Construction Inc - Apple Certified Macintosh Technician
Rural Hall, NC • 08/2017 - 10/2018

- Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems and key processes.
- Used ticketing systems to manage and process support actions and requests.
- Facilitated best user experience through continuous support, training classes, webinars, improvements and communication of system changes.
- Attended regular client meetings to report project progress and address questions.
- Apple Technician certified Repair Specialist
- Adhered to safety protocols and policies to reduce workplace hazards.
- Diagnosed and troubleshot problems, repairing and restoring machines to peak performance.
- Documented all changes and actions in computer-based tracking system.
- Worked flexible hours; night, weekend, and holiday shifts.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Carried out day-to-day duties accurately and efficiently.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.

University Of Utah - IT Support Specialist
Orem, UT • 02/2014 - 04/2015

- Created help desk tickets, troubleshoot and resolved desktop issues.
- Responded to faults in both LAN and WAN networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Answered questions and provided information to customers about new software or hardware.
- Determined hardware and network system issues using proactive troubleshooting techniques.
- Delivered onsite technical support for over 300+ employees in 4 locations.
- Managed backup and recovery of valuable data assets to safeguard availability and comply with applicable regulations.
- Coordinated with telecommunications providers to discern and address third-party outages and the implication of VOIP to the company.
- Updated multiple software to maintain required performance metrics and safeguard against security flaws.
- Maintained and operated AV equipment for use during internal presentations and client-facing events.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Offered troubleshooting of connectivity issues across networks such as Wi-Fi and VPN
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones using Bomgar.
- Translated complex technical issues into digestible language for non-technical users.
- Assisted users in identifying issues and explained solutions to restore service and functionality.

Brady Corporation - Computer Technician
Sacramento, CA • 11/2005 - 02/2011

- Ensured customer satisfaction by providing online technical support.
- Partnered with business owner to grow business by 15%. Provided continued maintenance and development of bug fixes and patch sets for existing web site. I served as operating system expert, providing technical support for entire organization. I successfully trained 10 employees to use new operating system that had no prior tech experience.
- Linked computers to network and peripheral equipment.
- Backed up company data on regular basis, successfully recovering critical information after malware attacks.
- Executed technology implementation projects, minimizing downtimes and business disruptions.
- Trained customer employees and managers on machine use and maintenance.
- Documented all changes and actions in computer-based tracking system.

Flextronics - Repair Technician
City, STATE • 04/2006 - 11/2006

- Responsible for calibrating and repairing all computer devices that were on my line.
- I repaired refurbished items , as well as, new.
- Completed partial or full dismantling of equipment to quickly repair or replace defective components and restore functionality.
- Conducted diagnostic procedures to determine root cause of customer problems and provide accurate repair recommendations.
- Maintained inventory of repair supplies and ordered parts.
- Reviewed technical documentation to complete equipment maintenance and repair.
- Cleaned and lubricated parts to keep equipment operating at peak performance.

ACCOMPLISHMENTS

- Repaired RF guns and different scanning devices
- Collaborated with delivery team and office team to ensure smooth work flowA nd efficient organization operations
- Ensured customer satisfaction by providing online technical support
- Successfully trained employees to use nevo perating system
- Updated network systems to support confidential company operations and eliminate hacking
- Calibrated and provided tech support for different devices
- (printers,faxes,etc.) Acted as first point of contact for all major technical issues
- Very knowledgeable in different computer systems Acted as support for help-desk technicians and IT Department
- Installed newV OIP phone systems and maintained maintenance
- Very Hard working and trustworthy
- Actively monitored and supervised neww eb page for several years to improve sales and customer online sales traffic Extensive training in all Microsoft programs 10+ years experience in Software and Hardware maintenance
- Experience
- Technical Support Coordinator
- Dec 2015 to Jun 2016
- WAI - Southaven , MS
- Desktop and Laptop repairs, troubleshooting and support
- Hardware and Software maintenance
- Maintaining printer and copiers' hardware, software, drivers and firmware.
- Installation and setup of devices
- Implementation and planning of work station upgrades
- Setup new employee accounts
- Troubleshoot and repair RF guns
- Implement and planned RF upgrades
- Manage several access databases
- Installed, configured and supported VOIP and analog phones for distribution center
- Maintained upkeep of network cables and performed cable maintenance
- Supported several servers within the distribution center
- Main contact for all Technical Support issues on my level,
- My Faith Inc - Memphis, TN
- Responsible for company spreadsheet development that maintained smooth work
- Flowt hroughout organization.
- Upgraded software with latest operating systems and trained workers to operate it.
- Troubleshooted and repaired the systems periodically, as needed, to maintain
- Accurate and dependable work tools.
- Created the company a website and maintained the functionality of it.
- Implemented driver PDA devices to ensure correct arrival times and improve
- Document sending.
- Information Support Specialist
- Feb 2014 to Nov 2014
- Dufresne Spencer Group - Memphis, TN
- Repaired RF guns and different scanning devices Collaborated with delivery team and
- Office team to ensure smooth work flowa nd efficient organization operations.
- Ensured customer satisfaction by providing online technical support.
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- Calibrated and provided tech support for different devices.
- Printers,faxes,etc.) Acted as first point of contact for all major technical issues Very
- Knowledgeable in different computer systems Acted as support for help-desk
- Technicians and IT Department.
- Installed appropriate security patches to dissolve security vulnerabilities.
- Very Hard working and trustworthy Actively monitored and supervised neww eb page
- For several years to improve sales and customer online sales traffic Extensive training
- In all Microsoft programs 3+ years experience in Software and Hardware maintenance
- Troubleshooted and resolved web application issues escalated from customer support
- And other departments with a 100% success rate.Assisted in the monitoring and
- Reporting on store traffic and performance.Worked with employees to analyze
- Computing and network problems and installed appropriate solutions.Developed IT
- Strategic vision and drove key departmental objectives.Served as operating system
- Expert, providing on hand Provided technical support to both In-house staff and user
- Departments remotely.
- Solely responsible for all software and hardware issues for a building of 150+ people
- And remotely 14 stores nationwide.
- Technical Support
- Mar 2010 to Feb 2011
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- Responsible for company spreadsheet development that maintained smooth work flow
- Throughout organization.
- Upgraded software with latest operating systems and trained workers to operate it.
- Troubleshooted and repaired the systems periodically as needed to maintain accurate
- And dependable work tools.

WORK HISTORY

William Sonoma - Information Technology Specialist
Olive Branch, MS • 10/2018 - Current

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Flextronics - Apple Certified Macintosh Technician
Memphis, TN • 08/2017 - 10/2018

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Dufresne Spencer Group LLC Dba Ashley Furniture Homestore - IT Support Specialist
Memphis, TN • 02/2014 - 04/2015

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Modular Furniture Specialists - Computer Technician
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