

JESSICA CLAIRE

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SUMMARY

Systematic IT professional proficient in network, project and emergency management. Installs hardware, patches software and configures internal systems. Complex problem-solver with top-notch planning and communication strengths. Effective at configuring user desktops, laptops, servers and connected devices to work within company and security guidelines. Successful at coordinating file systems, content filters and user accounts. History of maintaining equipment, updating software and handling network security with an organized and systematic focus. Strong multitasker with excellent communication and planning abilities. Proficient Information Systems Technician successful at troubleshooting technical issues and training end-users. Skilled in problem-solving and solution management. Comfortable working in teams or individually to maintain and expand technology performance.

SKILLS

- Client Operation Systems
 - System Hardware Technical Expertise
 - Computer Business Operations
 - Networking Fundamentals
 - Training & Development
 - Customer Service
 - Troubleshooting
 - Team management
- Decision-making
 - Time management
 - Planning
 - Collaboration
 - Network Security
 - Routing and Switching Fundamentals
 - Maintenance and Repair

EXPERIENCE

Information Technology Specialist, 01/2019 - Current

Us Government Other Agencies And Independent Organizations – Prescott, AZ

- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Assisted in technical support process refinement to improve customer service and support.
- Directed account management and customer training on company technical software and tools for new accounts and new users.
- Audited security program and installed IP cameras across multiple platforms as part of larger building and tenant safety program.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed improvements in processes.
- Trained new employees on support processes, procedures and knowledge base.
- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.
- Maintained calm, professional demeanor when faced with high demand, high volume workloads.
- Led working groups to develop mitigation strategies and prepare standard operating procedures for system operations.
- Tested performance, functionality and security of network systems, individual workstations and peripheral devices.
- Maintained and controlled server room, wireless network, and server infrastructure.
- Supervises, installs, operates, and performs unit maintenance on manual and automated telecommunications equipment that may link mainframes, minicomputers and microcomputers to networks; uses various protocols and topologies, including local area networks and wide area networks. Installs, operates, and maintains telecommunications and automated message switching equipment; performs network troubleshooting and problem diagnosis; performs tests to check signal flow and linkage to other installations; maintains records of message activity.

Business Owner, 12/2018 - Current

Buffalo Wild Wings – Milwaukee, WI

- Developed favorable relationships with vendors and contractors, facilitating contract negotiation and implementation of marketing and sales strategies.
- Devised and implemented standard operating procedures, training program, and office management systems, including inventory management, financial management, and human resource management; actualized processes to successfully fulfill sales via phone, in store, and consignment.
- Leveraged social media, including Facebook, to expand market reach and facilitate sales agent recruitment.
- Established favorable relationships with vendors and contractors, facilitating contract negotiation and development of marketing and sales strategies.
- Leveraged ERP software to coordinate and enhance inventory delivery.
- Maintained functional and orderly building areas to meet all business needs and deliver professional appeal to customers.
- Managed financial functions such as operations budgeting, accounts payable and accounts receivable and payroll.
- Promoted store offerings through newspaper advertisements, catalogs and brochures to attract new customers.
- Maintained up-to-date knowledge of all statutory requirements and regulations.
- Developed business and marketing plans and prepared monthly financial reports.

Manager, 09/2020 - 07/2021

Domino's Pizza – City, STATE

- Evaluated operational trends and made proactive strategy adjustments to maintain alignment between performance and objectives.
- Greeted and encouraged feedback from customers to implement in-store operational changes.
- Conducted inventory counts by assessing current state of inventory integrity against target accuracy levels and tracking variances.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Evaluated store performance by receiving, analyzing and incorporating feedback from store inspections to implement action plans for improvements.
- Strengthened operational efficiencies and traceability, developing organizational filing systems for confidential client records and reports.
- Established ambitious goals for employees to promote achievement and surpass business targets.
- Directed schedule of weekly projects and anticipated timelines for milestones and completion dates.
- Interacted with prospects and customers at various events, including trade shows, seminars and workshops.
- Leveraged ERP software to coordinate and enhance inventory delivery.
- Extended existing customer relationships through extensive communication and tried-and-true marketing strategies.
- Forecasted trends in expected business levels and adjusted labor and inventory to match expectations.
- Leveraged market knowledge and leadership ability to help drive profit increases.
- Strengthened product branding initiatives and coordinated effective marketing campaigns.

EDUCATION AND TRAINING

Bachelor of Science: Computer Networking & Cybersecurity, 01/2023

University of Maryland - College Park - College Park, MD

Certificate of Completion: Information Technology & Telecommunications, 10/2019

U.S Army Cyber Center of Excellence - Fort Gordon

ADDITIONAL INFORMATION

I have an active Secret clearance and I would like to claim 5% veterans preference. If need be, I can obtain a Top secret clearance from the Army.