

# Jessica Claire

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## PROFESSIONAL SUMMARY

Rational, critical-thinking as Built Analyst with nine years of experience enhancing operations for organizations through information systems solutions. Proven track record of transforming specific business goals related to growth and efficiency improvements into new system designs. Knowledgeable innovator known for recommending new technologies to enhance existing systems and introduce new systems. Versatile Information Technology Consultant with nine years helping companies optimize IT spending and exploit technical assets. Proponent of macro-level approaches to IT asset management. Skilled at analyzing and enhancing systems, infrastructure and frameworks to accelerate progress toward business goals. Dedicated IT consulting professional well-versed in developing creative solutions for diverse business problems and objectives. Tactical and decisive leader with self-directed and analytical mindset. Known for quickly and effectively defining IT operational obstacles and designing cost-effective solutions. Highly-skilled Analyst well-versed in setting up hardware and software components for hospital users. Special skill in optimizing systems to address dynamic needs, improve collaboration and strengthen security. Weighs crucial business and IT needs against computer system and procedural limitations, assessing roadmaps for optimal functions.

## ACCOMPLISHMENTS

- Supervised team of fifty four staff members.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.
- Collaborated with team of fifty four in the development of OpTime(surgery )and Anesthesia Modules.
- Documented and resolved workflows which led to positive results and customers satisfaction .

## SKILLS

- Information security
  - Data Analysis
  - Performance Optimization
  - Data Mining
  - IT Performance Report Creation
  - Technical installations
  - Client relationship management
  - Product development
- Technical Analysis
  - Relationship development
  - Team management
  - MS Office
  - Supervision
  - Process improvement
  - Problem resolution
  - Business operations

## WORK HISTORY

**INFORMATION TECHNOLOGY ANALYST** 08/2015 to 08/2018

**Kimley-Horn And Associates, Inc. | Tampa, FL**

- Planned and conceived computer systems using information engineering, data modeling and structured analysis.
- Developed flowcharts and diagrams to describe and lay out logical operational steps.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Resolved malfunctions with systems and programs through troubleshooting.
- Presented business leaders with cost-benefit and return-on-investment estimations to drive project planning and execution.
- Innovated implementation of EPIC for customized invoices and designed workflows, interface order management for the health system.
- Controlled development of test areas, systems test data and testing methods prior to implementing new systems.
- Directed IT services, counseled executives and collaborated with senior management on strategic planning.
- Worked closely with infrastructure staff and departmental decision makers to identify, recommend, develop and implement cost-effective technology solutions.
- Boosted information sharing by enhancing interfaces between computer systems.
- Investigated and addressed system issues to enhance usability and improve functionality.

**INFORMATION TECHNOLOGY ANALYST** 12/2014 to 08/2015

**Kimley-Horn And Associates, Inc. | West Palm Beach, FL**

- Planned and conceived computer systems using information engineering, data modeling and structured analysis.
- Developed flowcharts and diagrams to describe and lay out logical operational steps.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Resolved malfunctions with systems and programs through troubleshooting.
- Presented business leaders with cost-benefit and return-on-investment estimations to drive project planning and execution.
- Innovated implementation of Magellan software for customized invoices and designed workflows.
- Controlled development of test areas, systems test data and testing methods prior to implementing new systems.
- Directed IT services, counseled executives and collaborated with senior management on strategic planning.
- Worked closely with infrastructure staff and departmental decision makers to identify, recommend, develop and implement cost-effective technology solutions.

**INFORMATION TECHNOLOGY ANALYST** 02/2014 to 12/2014

**Kimley-Horn And Associates, Inc. | Charlotte, NC**

- Planned and conceived computer systems using information engineering, data modeling and structured analysis.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Resolved malfunctions with systems and programs through troubleshooting.
- Partnered across organization to design solutions with Epic software platform to deliver optimal path for key business initiatives.
- Innovated implementation of Epic for customized invoices and designed workflows for the system.

## EDUCATION

**Master of Science** | Science of Administration 05/2004

**Central Michigan University, Mount Pleasant, MI**

**Bachelor of Science** | Nursing 05/1996

**Medical College of Virginia/ VCU, Richmond, VA**

**Associate of Science** | Nursing 05/1986

**Norfolk State University, Norfolk, VA**

## AFFILIATIONS

Cardiothoracic Specialty Assembly 1997-present  
Sigma Theta Tau 1998- present

## CERTIFICATIONS

Epic OpTime Analyst  
Epic Anesthesia Analyst  
Epic Clinical Documentation  
Nursing License - Master Degree