Jessica Claire

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PROFESSIONAL SUMMARY

INFORMATION TECHNOLOGY MANAGEMENT Data Center Operations Application Support Business Continuity Disaster Recovery HIPPA SOX PCI Auditing Compliance Vendor Management Contract Management Network Security Cyber Security DevOps Management SDLC (Agile) Support desk Management IT Governance Project Management Budgeting Strategic Information Technology Manager skilled in guiding navigation of modern technology. Accustomed to driving efficiency and effectiveness by developing, delivering and supporting strategic plans. Demonstrated skill in translating technical requirements to business solutions. Successful , 20 year track-record of building positive relationships with internal and external stakeholders.

SKILLS

- Agile framework
- Security planning
- Project lifecycle management
- Risk mitigation planning
- Requirements analysis

WORK HISTORY

MANAGER OF INFORMATION TECHNOLOGY OPERATIONS
01/2015 to CURRENT
Electronic Systems | Nc, NC

- Insurance subsidiary of Fortune 500 WR Berkley Insurance Co.
- Direct team responsible for data center operations, database administration, DevOps and service desk operations.
- Develop IT Strategy to ensure technology initiatives support business objectives by creating technology roadmap and collaborating with business leadership via technology steering committee and user council meetings.
- Secure corporate data by performing risk and threat analysis, developing remediation plans, implementing patch management, encrypting Oracle and MS SQL databases and cyber security education for users.
- Conduct disaster recovery and business continuity initiatives including business impact analysis, integration of, (R2C) , eVaulting, Iron Mountain off-site storage and creation of RPO and RTO.
- Enhance data center availability and fault tolerance by implementing a smart UPS system, leveraging RackSpace cloud services, increasing Internet bandwidth and installing diverse-path redundant MPLS connectivity.
- Satisfy audit compliance requirements by conducting quarterly internal and SOX (KPMG) audits and ensuring that practices are in compliance with applicable HIPPA state regulations.
- Coordinate with legal and compliance team to review vendor contracts, software licensing, service and maintenance contracts.
- Provide technical consultation to legal team on responses to security incidents and data breaches.
- Maintain Data Center performance meeting operational SLAs by implementing change control policies, leveraging Foglight (Performance Investigator) and SolarWinds monitoring tools.
- Increase network performance and availability by upgrading network infrastructure using a Cisco Catalyst 9300 switch stack at the core and a Cisco Catalyst 2960X switch stack at the access layer.
- Deliver reduced batch-job processing times and increased disk storage by implementing capacity planning guidelines and performing equipment upgrades on a Hitachi Storage Area Network (SAN).
- Remediate legacy technologies by developing a technology roadmap to remediate Windows Server 2003, Windows 7, Office 2010, VMware 5, MS SQL 2012 and Oracle 11.2 and IBM AIX environments.
- Optimize production job efficiency and reduce processing conflicts, resource contention and job failure rates by implementing Cisco Tidal Enterprise Scheduler (TES) to manage job workflow.
- Improve application development efficiency by implementing DevOps controls and processes that reduced deployment failures and increased stability of development environments.
- Facilitate improved collaboration capabilities by implementing Cisco video conferencing system, Cisco VoIP phone solution, Wi-Fi capability, interactive dashboard and conference room presentation systems.
- Optimize operational and service desk KPIs and reduce-time-to-resolution by implementing change control policies, end-user documentation, self-service tools and end-user training sessions.

DIRECTOR OF INFORMATION TECHNOLOGY
01/2008 to 01/2015
Comcast-Spectacor L.P | City, STATE

- Subsidiary of Fortune 50 Comcast Inc.
- Operates public assembly facilities; providing management services, operational services and specialty catering.
- Lead team of IT professionals supporting data center operations and project management on behalf of 120 facilities and 4,000 employees throughout the US and Canada.
- Manage internal audit team responsible for coordinating and conducting annual IT audit performed by outside audit firm.
- Improved technology project outcomes by spearheading initiative to establish Project Management Office (PMO).
- Created first dedicated enterprise PM role and developed internal standards for project management based on PMI guidelines and best practices.
- Functioned as team lead for systems integration of acquisitions.
- Acquired facilities were migrated onto enterprise network infrastructure, messaging and enterprise application platforms.
- Acted as project lead for $1.2M high density Wi-Fi network that improved customer experience and employee mobility and productivity.
- Lead enterprise website development template project.
- Employed project management and Agile development methodology to ensure project deliverable matched stakeholder requirements.
- Managed PCI compliance efforts.
- Implemented network monitoring solution, operational controls and procedures to ensure enterprise met compliance requirements.
- Fostered professional growth within IT team resulting in 4 team members being promoted into management roles.
- Diligently coached and mentored staff at all levels of IT organization.
- Project Lead on corporate mobile device standardization and BYOD policy development.
- Defined standards and implemented policies resulting in cost savings and increased data security.
- Collaborated with learning management system (LMS) project team.
- Contributed to development of functional requirements and product release.
- Implemented enterprise video conferencing.
- Utilizing Microsoft Lync as our enterprise standard video conferencing solution, improving collaboration between remote teams and reducing travel costs.
- Managed $2.5M operational budget.
- Ensured that projects and operational objectives were achieved within budget and that costs were appropriately allocated to business units.

MANAGER OF ENTERPRISE APPLICATION SUPPORT
01/2001 to 01/2008
Comcast-Spectacor L.P | City, STATE

- Align technology initiatives with corporate strategic goals by partnering with divisional leaders to identify optimal application of technology resources.
- Researched, recommended and implemented technology solutions to improve business productivity.
- Responsible for technology procurement, capital, and operating budget planning activities.
- Designed and managed construction of new corporate data center with improved security, capacity, redundancy and operational efficiency.
- Facilitated transition of multiple disparate financial systems onto a common platform.
- Utilized Citrix to centrally provision financial systems for 100+ remote locations.
- Played lead role in development and launch of employee mentoring initiative that was eventually rolled out enterprise-wide and improved employee productivity, professional development and promoted effective succession planning.
- Launched self-service portal for employees that reduced support calls by 180 per month and allowed end users to independently manage their passwords and SPAM filter settings.

APPLICATION DEVELOPMENT PROGRAM MANAGER
01/2000 to 01/2001
SPX Valley Forge Inc | City, STATE

- Multi-industry manufacturing leader with operations in more than 35 countries.
- It's product offerings are concentrated on serving customers in 3 primary end markets: power and energy, food and beverage, and industrial flow markets.
- Managed SDLC for up to 5 simultaneous web-based application development projects utilizing Microsoft Visual Studio and JAVA platforms for major automobile manufacturers, including BMW, Mercedes Benz, and Subaru.
- Managed activities of 14 internationally dispersed software developers and technical writers.
- Maintained ISO 9000 certification by developing and documenting standard processes and procedures.
- Increased revenue by $350,000 by building sales pipeline with prospective clients.
- Performed business needs analysis with existing and perspective clients then made recommended customized technology solutions.

EDUCATION

Master of Science | Cyber Security
05/2017
Maryville University , St Louis, MO

Master of Science | Information Systems
05/2000
Penn State University

Bachelor of Arts | Economics
05/1997
Texas Southern University, Houston, TX

CERTIFICATIONS

ITILv3 Certification Data Privacy and Cyber Law, Seton Hall University Law School (fall 2021)