

# JESSICA CLAIRE

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## SKILLS

- Multitasking abilities
- Responsible
- Critical thinking
- Written Communication
- Computer skills
- Analytical skills

## EDUCATION

University of Vermont  
Burlington, VT • 05/1987

*Bachelor of Arts: Math*

Mount Abraham Union High  
School  
Bristol, VT • 06/1983

*High School Diploma*

## PROFESSIONAL SUMMARY

Talented [Job Title] offering [Number] years of experience and top-notch abilities in organizing workflows, solving complex problems and making accurate decisions based on sound judgment and analytical strengths. Experienced with leading teams driving [Type], [Type] and [Type] projects. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## ACCOMPLISHMENTS

- Documented and resolved [Issue] which led to [Results].
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Achieved [Result] by completing [Task] with accuracy and efficiency.

## WORK HISTORY

Leidos - Information Technology Professional  
Framingham, MA • 06/19 - Current

- Work with departments and clients to determine resource requirements and procure desktops/laptops based on department or individual needs and skills.
- Advise departments to move current server functions on individual computers to central servers in coordination with SAA, during project planning/software upgrades, and inquiries for hardware recommendations. Evaluated issues with new versions of required web-browsers for Enterprise applications.
- Enforce security policies for encrypting hard drives on UVM-owned systems and resolved issues when corresponding keys failed. Managed devices first with PGP and ability to enroll/delete systems in coordination with Identity Account Management, resolved encryption key issues and instructed individual users on usage/policy and ensuring drives were encrypted . Continued same practices and assistance when encryption method changed to Microsoft BitLocker.
- Diagnose and repair computer hardware and software. Investigate networking issues and perform troubleshooting to determine whether hardware or network source is source of problem. Coordinate details of findings with Network Services.
- Continually assist departments with cost-saving plans to reduce funding spent on individual printer and toner replacements, and moving to a 5-6 year replacement plan for all desktops and laptops.

Quinnipiac University - Work-Study Program Coordinator  
Mount Carmel, CT • 06/1995 - 09/1998

- Led onboarding activities for undergraduate student employees to find positions of interest, related to studies or major, in UVM departments and off-campus non-profit agencies while earning federal funds as per eligibility by Financial Aid .
- Managed Federal program for funding \$\$ to eligible students, provided initial/continual guidance and communication to department staff supervisors for hiring and managing W-S students in both on and off campus positions. Ensured on and off-campus supervisors were aware of responsibilities for tracking student hours worked and authorizing payment via PeopleSoft.
- Maintained federal regulations in accordance with required I-9 forms and instructed department supervisors to accurately verify identity and employment eligibility for all student employees. Verified accuracy and completion of all documentation before information was submitted to Human Resources.
- Tracked earnings in accordance with changes in eligibility, reported suspected student fraudulent activity in coordination with Student Affairs, and suspected fraudulent authorization by departments for student hours worked to Financial Aid Director. Provided year-end program financial information to Financial Aid Office.
- Initialized process of reducing paper "output" for job information and created first workable online format of available jobs for viewing by students. This project saved a huge amount of time and energy at the beginning of school year. I developed more interest in computer technology during this time and decided to pursue this line of work.

University Of Vermont, Financial Aid Office - Financial Aid Assistant  
City, STATE • 04/1989 - 05/1995

- Began as Data Entry Specialist, quickly learned Financial Aid process and distribution of funding for both grants, loans, and Work-Study, I was involved in multiple areas. Checked figures, funding parameters for correct entry, mathematical accuracy, and proper codes.
- Guided students and Claires through financial aid processes, including completing necessary forms, documentation, submission deadlines.
- Performed wide-ranging administrative, financial and service-related functions.
- Assisted Work-Study Program Manager and became very familiar with federal program and student payment process. Assigned to oversee the first-ever online "PC" computer transaction of the Federal Pell Program monthly awards, and performed end-of-year balancing/audit for two million-dollar-plus program.
- Selected to oversee replacing general grant-fund allocation to students with specific grants based on student attributes such as major, home location, etc. Performed specific functions for Assistant Director of Financial Aid, set up first inter-office LAN printer and began to learn basic computer skills. Worked closely with Michael Grundhauser, Mark McKenna, and others in SAA and relayed communications to run specific allocation programs for funding.