

JESSICA CLAIRE

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QUALIFICATIONS

- Apple Certified Technical Coordinator
- Apple Certified Support Professional
- Apple Certified Associate Mac Integration
- Apple Certified Help Desk Specialist
- Apple Certified Macintosh Technician
- Certified Alvarion System Specialist
- Technical help desk experience
- VOIP/Telecom Installation and Support
- Remote systems support
- Network asset management
- Accomplished with mobile devices

EDUCATION AND TRAINING

Nyack College
Nyack, NY • 1993

Bachelor of Science: Psychology
Candidate for Degree

CAREER OVERVIEW

Macintosh Expert with 20 years in technical and customer support roles. Experience in back-end programming, relational databases and development/maintenance of complex and critical systems. Wireless system design for Point-To-Point networks.

SKILLS

Apple Support: Apple Workstations, Apple Servers, iPad, iPhone, Mobile Device Management, Apple Remote Desktop, XSAN.
Network Support: Open Directory, TCP/IP, DHCP, DNS, VOIP, VPN, AFP, SMB, FTP, NFS, SAN, HTML, PHP, Alvarion, Ubiquiti.
Software Support: Filemaker Pro, Filemaker Server, MS Office Suite, Adobe Suite, Final Cut Pro, Maya.

WORK EXPERIENCE

Hcl Technologies Ltd. - Consultant
Erie, IL • 2004 - 09/2014

Worked with clients nationwide to analyze computing and network needs and install appropriate solutions within each organization's budget. Served as database administrator for Filemaker, and Filemaker Server running on various operating systems. Troubleshoot and resolved internet connectivity and general software and hardware issues for Macintosh and Windows client and server machines. Installed wired and wireless networks including Point-To-Point wireless and communication towers. Installation and support of various home automation and control systems. Installed and configured network camera systems for on site and remote monitoring. Managed user account and permissions on file servers. Managed calendar, email, file sharing, backup, DHCP, DNS, VPN, FTP and web hosting on various servers. Installed and maintained accounting solutions. Monitored network traffic and systems to ensure uptime. Designed custom database solutions to meet clients needs. Troubleshoot routing and switching issues with various wired an wireless networks. Installed network backup systems for clients using disk based and tape libraries. Installed and configured XSAN network.

Breeo - IT Director
Kinzers, PA • 07/2009 - 07/2012

IT director for Organic farm. Network support for mixed network of Macintosh and Windows clients. Wireless Point-to-Point design and installation. Filemaker development and support. Web design with shopping cart installation. Daily maintenance of Macintosh workstations and Servers. Maintained daily backups to RAID system. Troubleshoot user permission issues with workstations and storage area. Installed network cabling, managed switches and routers. Network traffic analysis to improve network performance and reliability. Installed VOIP system allowing inter-office communication while reducing total cost of service. Installed and maintained web based help desk ticketing system to track user support issues and resolutions.

Sumitomo Rubber - Macintosh Support Specialist
Tonawanda, NY • 04/2000 - 04/2004

Maintained network of 100+ Macintosh and Windows clients. Software support for creative print, video, and 3D applications. Installed render farm for 3D rendering. Designed and installed Digital Asset Management solution for design teams allowing users network access to digital media. Daily system maintenance for Apple workstations and servers to support Audio/Video/3D clients. Managed and monitored storage usage for video capture. Managed backup and archive system using both disk based and tape libraries. Troubleshoot windows desktop and server connection and storage issues. Active Directory integration. Traveled with proposal teams to various locations to provide Audio/Video and network support during presentations. Installed network cable, rack mounted routers, switches, KVM, servers, RAID storage, tape libraries, and Digital Asset Management storage solutions.

Abh Hospitality Management - Sales / Webmaster
El Paso, TX • 08/1999 - 04/2000

Established and maintained contacts with corporate customers. Designed new company website. Installed new Point Of Sale system. Designed and installed web based shopping cart system. Installed network cables, switches and routers. Troubleshoot network connection and wireless network issues. Installed and upgraded workstations and servers. Sales of computer and network systems and software.

CompUSA - Business Center Manager
City, STATE • 1999 - 11/1999

Created marketing plans. Management of store employees including scheduling, payroll, sales and training. Responsible for the business aspects of sales, including servers, workstations, network software and hardware, network training, network installation. Worked with upper management to create incentive programs for employees. Improved call response time for business center.

Garrett Park Guitars - General Manager
City, STATE • 04/1997 - 11/1998

Designed and installed new Point Of Sale solution. Designed new company website. General accounting and bookkeeping for retail store. Personnel management. Digitized product inventory for use in web promotions and publications. Installed network cabling, switches and routers.

Bitznbytes Computer Center - Sales / Purchasing
City, STATE • 1996 - 03/1997

Identified prospective customers using lead generating methods. Responsible for creating and implementing advertisements and promotions. Developed price catalog and marketing materials for distribution and in house reference. Worked closely with CEO in developing sales strategies. Managed purchasing and receiving of store inventory. Installed network cable, switches and routers.