

JESSICA CLAIRE

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SKILLS

- Infrastructure development
- Security planning
- Resource scheduling
- Training delivery
- Written and oral communication
- Problem Resolution
- Remote access technology
- Email management software
- Project Management
- Network maintenance
- Excellent problem-solving abilities
- Enterprise applications
- IP Forwarding proficient
- Team leadership
- Planning and implementation
- Oral and written communication
- Excellent diagnostic skills
- Storage hardware architecture
- Risk management
- Network upgrades
- Customer service
- System upgrades
- Project documentation
- CISCO router management
- Customer requirement prioritization
- Testing plans
- Hardware documentation
- Troubleshooting
- Configuration Management
- System backups
- System analysis
- Data backup and retrieval
- Policies and procedures
- Excellent communication skills
- Project lifecycle management
- Budget administration

EDUCATION

Central Carolina Community College
Sanford, NC • 2004

Associate of Arts: Network Systems And Support

PROFESSIONAL SUMMARY

Experienced Information Technology Manager well-versed in infrastructure technology, security planning and daily operations management. Forward-thinking and strategic leader with 16 years' experience in IT systems and support . Looking for a growth-oriented position with a progressive organization.

WORK HISTORY

National Lutheran Communities & Services - Information Technology Manager
Frederick, MD • 03/2014 - Current

- Diagnosed and repaired computer hardware and network systems.
- Conducted daily system monitoring, verifying the security, integrity and availability of all hardware, server resources, applications and key processes.
- Played key role in on-going network design, reevaluation and optimization to keep pace with company growth.
- Created and improved Information Systems standards team-wide.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Guided the implementation of a company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.
- Delivered Windows server support, backup management and exchange support.
- Coordinated projects in maintenance and manufacturing , including defining scope, managing milestones and maintaining strong relationships with all stakeholders.
- Contributed to project cost estimates and budgets based on assessment of client needs.
- Managed teams of contractors and full time staff by coaching, mentoring and driving efficiency.
- Recommended and installed upgrades and helped businesses to plan for technology to match growth.
- Supported implementation of warehouse management system software applications to enable centralized management of tasks.
- Made recommendations and performed upgrades, assisting businesses in technology planning aligned with growth projections.
- Implemented and managed wireless devices, multi-site network infrastructure, business intelligence development and implementation.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Secured and connected private networks at multiple sites across an interstate corporate WAN.
- Liaised effectively with others to promote on-going network design, reevaluation and optimization that scaled with company growth.
- Provided a consistent level of support for Windows servers and backup management.
- Created service level agreement for IT operational functions including help desk operations.
- Performed daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes.
- Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions.
- Synchronized the establishment of local area and wide area networks to provide infrastructure for new applications, employee mobile device and communication between sites.
- Coordinated the establishment of local area and wide area network to provide infrastructure for new applications and communication between sites.
- Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.

Moen Incorporated - Senior Layout Technician

City, STATE • 01/1999 - 01/2003

- Gage calibration system
- First piece inspections
- Program CMM for part inspection
- Program the Vision machine for part inspection
- Assist engineers in troubleshooting process capabilities
- Preventative Maintenance on all machines
- Lead in Quality Kizzen events
- Gage layout and design
- Part layout
- Program the MAHR for part inspection
- Capability studies using Minitab
- Train auditors and other layout technicians how to run CMM
- Member of Moen's apprenticeship committee
- Performed part and machine capability studies using TQM

Moen Incorporated - Machinist -Lead Setup Technician

City, STATE • 02/1992 - 01/1999

- Setup Bifoli, ACME, New Britian, Hydromat
- Designed and delivered state apprentice training program
- Developed tooling layout for new machines
- Scheduled work of day among operators
- Scheduled preventative maintenance on all shop machines
- Troubleshoot and repaired on all machines in shop
- Taught New Britian, ACME, and Hydromat courses
- Trained new operators
- Taught blueprint reading

US Navy - Interior Communications Electrician

City, STATE • 12/1990 - 12/1998

- Electrical and electronic systems on board ship
- Managed and trained other IC electricians and trained on shipboard electrical systems
- Member of rapid response firefighting team
- Basic troubleshooting and PM on electrical shipboard electrical systems and electronic systems
- Updated and managed the heat stress program
- Rebuilt and maintained entertainment systems
- Maintained telephone systems
- Supervised shop teams E-4 and below