

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Information Specialist adept in researching scientific and technical information requests. Resourceful, energetic and results-oriented multitasker. Strong data collection, analysis and reporting skills. Interprets and relays highly technical information to various audiences while maintaining integrity of data and findings.

## SKILLS

- LAN protocols
- Security protocols
- Hardware installations
- End-user support
- Software updates
- Confidential data management
- Device configuration
- Excellent interpersonal skills
- Document review
- Safety-oriented
- [Regulatory agency] regulations
- Network administration
- Contract management
- Problem-solving skills
- Company policy adherence
- Task Prioritization
- Project management
- Industry needs awareness
- Advanced computer proficiency
- Operations management
- Data collection
- Reporting skills
- Part inspection
- Line checking
- Calibration expertise
- Diagnostic abilities
- Equipment regulation
- Operational improvement
- Staff supervision
- Training
- Customer service
- Documentation
- MS Office
- Team building
- Regulatory compliance
- Technical support
- Inventory management
- Quality assurance
- Suicide and crisis intervention
- Effective communication
- Ministry development
- Worship service assistance
- Public speaking
- Computer skills
- Risk assessment
- Critical Thinking
- Secret security clearance
- Troubleshooting
- Team leader
- HAZMAT training
- Strong leader
- Supply management
- Quick learner
- Human resources management
- Compelling presentation skills
- Transportation specialist
- Trained in security
- Training development
- Conflict resolution
- Risk management
- Training and development
- Employee coaching
- [Type] security clearance
- Overseeing building security
- Security regulations compliance
- Firewalls, VPNs and security products
- IT security best practices
- Security vulnerability assessment

## WORK HISTORY

### Information Technology Specialist, 06/2014 - Current

Marathon Petroleum Corporation – Charleston, WV

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Controlled and managed server room, wireless network, server infrastructure, audiovisual equipment, laptops and video conferencing equipment.
- Managed customers' expectations of support and technology functionality in order to provide positive user experience.
- Conducted in-depth product and issue resolution research to address customer concerns.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Trained and supported end-users with software, hardware and network standards and use processes.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.
- Developed and maintained strong client relationships to ensure delivery of exceptional customer service and problem resolution.
- Performed contract and SLA oversight and facilitation of client needs to foster account growth.
- Trained end-users in use of [Software] and [Software].
- Provided solutions to operations issues for users of [System] and [Software], working closely via phone, email, live chat and web teleconference with end users.
- Addressed all questions and concerns from end users regarding [Type] program.
- Established and revised database by conferring with analysts and programmers to code and retrieve data.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
- Researched and analyzed information into briefing papers, reports and project papers.
- Delivered onsite technical support for [Number] employees.
- Engaged end users and answered questions via email, phone, website live chat and in forums.
- Identified potential risk update rollouts and developed resolution processes.
- Performed tests of functionality, security and performance of different workstations and devices.

### Petroleum Supply Specialist (92F), 02/2012 - 06/2014

Army National Guard – North Kingstown, RI

- Logged all transactions in real time to keep tracking system updated.
- Supervised reception, storage and shipping of fuel.
- Inspected equipment, performed basic repairs and conducted scheduled maintenance actions.
- Regulated variables such as temperature and pressure to maintain optimal flow.
- Checked pipelines, connections and valves every [Timeframe], lubricating connections and replacing worn parts.
- Conducted general housekeeping functions such as removing spills and organizing supplies.
- Completed basic maintenance and repairs on pumping equipment and lines.
- Telephoned and radioed team members to coordinate efficient and smooth pump operations.
- Took samples of products for further analysis and standardized testing.
- Circulated chemicals and solvents inside processing units each [Timeframe] to clean interiors.
- Performed daily evaluations of wells by measuring tank levels, checking flowlines and documenting pressures.
- Observed production operations, identified safety hazards and addressed problems to maintain safety for all personnel.
- Maintained well-calibrated systems to keep inspections accurate.
- Collaborated with other operators to synchronize product flow from pumphouses and control contamination.
- Inspected parts every [Timeframe] to assess quality and conformance with specifications.
- Observed and tracked information from gauges, instruments and meters to proactively identify and address issues.
- Completed thorough measurements and sorted out defective parts.
- Tracked inspection results and submitted reports outlining data and highlighting deviations.
- Used automated measuring equipment and hand-held devices to evaluate production.
- Documented [Type] and [Type] information in daily logs to uphold company standards and meet regulatory recordkeeping requirements.

### Chaplain Assistant, 02/2010 - 02/2012

Army National Guard – Pineville, LA

- Met with individuals, discussed issues compassionately and determined appropriate type of involvement to meet spiritual needs.
- Managed office and maintained records and files to offload administrative duties from chaplain.
- Provided spiritual and administrative leadership to church, including managing daily operations, developing and administering annual budget, delivering compassionate pastoral care to community and leading worship services, ordinances, funerals and weddings.
- Officiated special services such as weddings, funerals, baptisms and nursing home services.
- Planned and conducted worship services, wrote sermons and worked with key church leaders to carry out church mission.
- Prepared daily, weekly and monthly situational reports for higher headquarters.
- Operated and maintained communications equipment.
- Reviewed disciplinary and other adverse actions and made recommendations.

### Petroleum Supply Specialist (92F), 02/2009 - 06/2010

U.S. Army – City, STATE

- Logged all transactions in real time to keep tracking system updated.
- Supervised reception, storage and shipping of fuel.
- Inspected equipment, performed basic repairs and conducted scheduled maintenance actions.
- Regulated variables such as temperature and pressure to maintain optimal flow.
- Used [Type], [Type] and [Type] equipment to unload, move and load raw materials and parts.
- Conducted general housekeeping functions such as removing spills and organizing supplies.
- Completed basic maintenance and repairs on pumping equipment and lines.
- Telephoned and radioed team members to coordinate efficient and smooth pump operations.
- Took samples of products for further analysis and standardized testing.
- Circulated chemicals and solvents inside processing units each [Timeframe] to clean interiors.
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- Completed thorough measurements and sorted out defective parts.
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- Checked pipelines, connections and valves every [Timeframe], lubricating connections and replacing worn parts.

## EDUCATION

Bachelor of Business Administration: Entrepreneurship

Colorado Technical University - Colorado Springs, CO

Associate of General Studies: 08/2015

Lone Star College System - Spring, TX

High School Diploma: Computer Repair, 01/2005

Old Dominion Job Corps Center - Monroe, VA