JESSICA CLAIRE

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Professional Summary

Experienced Lead Informational Technician with top-notch implementation and project management abilities. Highly organized, methodical and skilled at overseeing daily milestones across high-performance teams. Successful at optimizing security standards, improving planning processes and managing systems implementation. Knowledgeable about disaster recovery planning, roadmapping and team development. Knowledgeable IT Manager oversees technology deployment and maintenance. Instructs and leads IT staff members in support of hardware, software and networking infrastructure. Actively works with executives to determine and implement tech needs. Manages technology strategy, training and documentation. Information Specialist experienced in managing data for employers and clients and distributing information across organization. Analyzes data, supports security, organizes and classifies, maintains records and contributes to team efforts. Expertise in information technology, technical understanding, documentation, reporting, customer service and process improvement.

Skills

- Project lifecycle management
- Agile framework
- Security planning
- Documentation and reporting
- Risk mitigation planning
- Requirements analysis
- Documentation Management

- Troubleshooting
- Leadership
- Microsoft Office
- Teamwork
- Technical Analysis
- Quality assurance

Work History

Information Technology Manager, 07/2019 to Current
Dynetics – San Antonio, TX

- Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions.
- Designed and led implementation of company-wide enterprise security strategy for network and hardware security, disaster recovery, data protection and information access across all major systems.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Trained and mentored 6 staff by coaching daily, leading performance reviews and offering constructive feedback.
- Managed teams of contractors and full time staff by coaching, mentoring and driving efficiency.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Used Remedy and TrackIt ticketing systems to manage and process support actions and requests.
- Drafted and distributed training manuals for devices used by various employees.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Configured hardware, devices and software to set up work stations for employees.
- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.

Information Technology Technician, 12/2018 to 07/2019
Benchmark Hospitality – Phoenix, AZ

- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Teamed on hard push to resolve over 15 a day support tickets, clearing entire queue within a 72 hour timeframe.
- Installed, modified and repaired software and hardware to resolve technical issues.
- Performed tests of functionality, security and performance of different workstations and devices.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.

Senior Service Desk Analyst, 05/2018 to 12/2018
Apex Systems – Hanover, MD

- Attended weekly team meetings to enhance product and service knowledge and gain insight into beneficial issue resolution strategies.
- Responded to user operational issues with desktop computers, laptops and mobile electronic devices to enable problem resolution.
- Identified system hardware, network infrastructure and connectivity issues that prevented execution of user-initiated tasks.
- Resolved common user concerns by utilizing preset issue resolution scripts.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Configured hardware, devices and software to set up work stations for employees.

Deskside Support Technician, 10/2015 to 03/2018
Xpo Logistics – Everett, WA

- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Helped streamline repair processes and update procedures for support action consistency.

Education

High School Diploma
Western High School - Louisville, KY