

JESSICA CLAIRE

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SUMMARY

Competent IT professional with 18 years of experience in various IT support roles. Currently administer identity and security access globally for all users across entire enterprise. Prior roles included Service Desk supervision, relationship management and user training. Self-Motivated , Detail oriented , Quick learner , Analytical , Change Management.

HIGHLIGHTS

- Identity and Access Management
- Excellent problem-solving abilities
- SAP and ERP
- Active Directory
- Forefront Identity Manager
- Incident Management
- Trainer and Coach
- Agile learner
- Analytical and critical thinker
- Exceptional troubleshooter

EXPERIENCE

02/2005 to Current **Identity and Access Management**

Alorica Inc. – Newfoundland, PA

- Administer identity and security access globally for human and functional accounts across multiple systems and applications. This includes on-boarding/off-boarding, incident/problem management associated with access entitlements and terminations as well as Emergency & Privileged Access management.
- Provided samples for auditing to ensure Sarbanes Oxley compliance.
- Consistently met deadlines and requirements for all production work orders.
- Trained junior members of IT team regarding work instructions, policies and service level agreements. Created monthly metrics reports for management.
- Performed eDiscovery identifying data entry points as required for litigation and data

02/2002 to 02/2005 **Help Desk Analyst**

Becton Dickinson And Company – City, STATE

- Addressed and resolved customer computer issues with a high percentage of calls resolved on first contact.
- Diagnosed, troubleshoot, and resolved problems with Microsoft Office 2000, Windows 2000 and NT, Internet Explorer, cellular phones and remote communications.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Gathered and verified all required customer information for tracking purposes.
- Defused volatile customer situations calmly and courteously Referred unresolved customer grievances to designated departments for further investigation.

09/1997 to 09/2001 **Help Desk Project Leader**

Dendrite International /Cegedim – City, STATE

- Managed call center from initial start-up to full operational status.
- Analyzed call volume and average call time to monitor Customer Service Representative performance, Customer focus and productivity.
- Monitored queues and managed number of agents in each queue using Lucent CenterVu.
- Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates.
- Improved call center functionality and service capacity by resolving customer complaints efficiently Oversaw call center employees to ensure customer satisfaction goals were consistently met.
- Conducted monthly staff meetings.
- Developed classroom training curriculum and mentoring program for new Help Desk Analysts.

EDUCATION

2008

Bachelor of Arts: Business Administration

Fairleigh Dickinson University - Teaneck, NJ

Business Administration

2005

Paralegal Certification.: Paralegal Studies

Fairleigh Dickinson University - Madison, NJ

GPA: Graduated with Honors

Graduated with Honors

The Chubb Institute - Parsippany, NJ

GPA: Graduated with Honors

Graduated with Honors

TECHNICAL SKILLS

Active Directory, Forefront Identity Manager, Call Center, Coaching, Identity Management, Access Management, Customer Service, Help Desk, Hyperion, Internet Explorer, eDiscovery, Domino, Lotus Notes, Mentoring, Microsoft Office 2000, Sharepoint, Windows 2000, NT, OSS, Paralegal, policies, problem-solving, SAP, Sarbanes Oxley, Technical Support, Skype for Business.