

# JESSICA CLAIRE

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## SUMMARY

Experienced System Administrator with [Number] year background in Information Technology. Expert in [Area of expertise] and [Type] systems. Known for best-in-class hardware and software knowledge and detail-oriented project roll outs.

Talented [Job Title] seeking to offer [Number] years of related experience and pursue new professional challenges with [Company]. Focused, proactive and attentive to changing company, customer and project demands. Well-coordinated in keeping teams motivated and on-task to meet aggressive deadlines.

Seasoned Information Technology Manager knowledgeable about infrastructure, security and operations management. Proactive and decisive leader with [Number] years of related experience. Seeking challenging role with room for advancement.

Intelligent IT Manager with a [Number]-year record of leadership experience in areas such as infrastructure development and management, application support and security optimization. Focused on satisfying customer needs through robust, innovative and forward-thinking solutions. Demonstrated success as an operational leader, articulate communicator and practiced influencer able to collaborate across functions to outline and achieve project targets. Skilled in building solid business solutions based on a range of methodologies and engineering principles. Complex problem-solver skilled in developing proposals, integrating technologies and managing projects.

Results-driven IT management professional well-versed in planning activities, managing programs and overseeing teams. Strategic and authoritative leader with an organized approach and talent for building long-lasting relationships. Advanced skills in [IT Area].

## SKILLS

- Infrastructure updates
- System updates
- Server improvements
- Project coordination
- Technical support
- Superb time management skills
- Budgeting and forecasting
- Results-oriented
- Management information systems
- Staff retention
- Client relations
- Document management
- Risk analysis
- Resource planning
- Scrum methodology
- [Software] expertise
- Scope development
- Budget administration
- Requirements gathering
- Cross-tier components implementation
- Process improvements
- ServiceDesk
- Redis
- Information technology
- Framework development
- E-Learning application development
- Proficiency in TCP/IP protocols
- Project documentation
- Project management
- Software Development Life Cycle principles (SDLC)
- Patch management
- Database servers

## EXPERIENCE

02/2016 to 06/2020 **Information Technology Manager**

Community College Of Aurora – Denver, CO

- Maintained high standard of quality and efficiency while overseeing documentation and reporting.
- Optimized team productivity by effectively managing equipment and supply inventory.
- Provided useful support to [Type] projects by managing all logistics and materials planning needs.
- Developed advanced skills in [Software] by using it regularly to complete [Task].
- Completed [Task] and [Task] according to [Industry] regulatory standards and best practices.
- Fostered relationships with patients to minimize patient anxiety and distress, and enhance cooperation.
- Kept project teams on-task with proactive control of budgets, schedules and scopes.
- Connected with customers [Timeframe] to relate any system changes and integrate customer feedback into improvement processes.
- Achieved client vision and objectives through effective strategy development and execution in coordination with management teams.
- Globally managed several satellite IT locations, maintaining secure and operational corporate infrastructure through [Technique] and [Skill].
- Provided technology consultation for growing businesses, making recommendations and upgrading existing systems.
- Produced status reports for customers and senior management.
- Managed more than [Number] software engineers, system administrators, NOC operators, QA engineers and project managers.
- Oversaw [Type] projects, including requirements analysis, milestone management and stakeholder relations.
- Streamlined decision support reporting process by tailoring methodologies and meeting compliance requirements through implementation of [Type] initiative.
- Delivered consistent and quality mentoring, training and onboarding for teams of contractors and staff members.
- Completed thorough risk assessments and deployed management and response strategies to prevent roadblocks.
- Updated project plans based on changing objectives, specifications and staff availability.
- Organized and assessed [Type] data using [Software].
- Taught and supervised [Number] employees of [Type] team through effective coaching, disciplined leadership and [Skill].
- Optimized [Description] standards for entire IT team.
- Maintained constant and timely service for [Type] servers.

07/2009 to 02/2016 **Senior Consultant**

Manhattan Associates – Atlanta, GA

- Coordinated with appropriate departmental staff members to assign correct hardware to appropriate organizational unit.
- Collaborated with product managers to successfully execute sales strategies.
- Collaborated closely with all stakeholders to identify business issues.
- Assessed clients' needs and created plan of action to provide business solutions.
- Worked hard daily to promote exemplary level of tailored service to each customer, whether through email, by phone or in person.
- Collaborated with team of [Job Title]s to discuss successful sales techniques and ways to implement such strategies.
- Used clients' requirements to develop targeted solutions to fit specific needs.
- Established quality standards and performed work according to project schedules.
- Identified issues requiring improvement and set processes in place to remedy concerns.
- Discovered [Number] new revenue opportunities and ideas in [Year].
- Coached personnel on follow-up processes, sales and consultative sales approaches.
- Spearheaded strategic component development strategy in alignment with future project goals.
- Researched business and financial topics and completed analysis.

03/2006 to 07/2009 **Software Engineer**

Sofi – Reston, VA

- Designed embedded systems software using [Software], [Software] and [Software] for [Type] application and use in [Industry] industry.
- Devised automation, backup and recovery protocols for [Software] databases to preserve and safeguard over [Amount] of data.
- Conducted full life-cycle software development in multiple software environments.
- Optimized system performance by making proactive adjustments and resolving bugs.
- Programmed applications and tools using [Software], [Software] and [Software] object-oriented languages with goals for code abstraction, stability and reuse.
- Integrated cutting-edge infrastructure tools to migrate network operations to virtual server computing environment.
- Researched, recommended, configured and supported hardware and software for multiple departments.
- Spearheaded server infrastructure development, quality control, staging and production operations.
- Consulted users to determine areas in need of improvement.
- Planned, tested and supported high-availability infrastructures.
- Increased system security and performance with proactive changes.
- Set up user accounts, permissions and passwords and defined network policies and procedures.
- Promoted continuous improvement for IT governance processes.
- Improved job tasks and mentored junior team members on best practices and standards.
- Assessed latest innovations to recommend and adopt cost-effective, useful solutions.

## EDUCATION AND TRAINING

04/2005

**Bachelor of Science: Mechanical Engineering**

Bismarck High School - Bismarck, AR

## ACCOMPLISHMENTS

- Network Support - Acted as first point of contact for all major technical issues, including power outages, system failures and disaster recovery. Oversaw infrastructure of three offices and acted as support for help-desk technicians and IT Department.
- Project Management - Managed complex BI/DW deployment programs, facilitating acquisition of business requirements. Prepared design specifications, developed reporting and analytics, tested and managed user adoption.
- Scored the highest among [Number] of trainers in the company for having effective communication skills and a positive demeanor.
- Developed clear, concise, and understandable courses that were used by trainers in worldwide locations throughout the company.
- Created a unique workflow that ensured improvement in query performance.
- Received a promotion to the position of Senior Software Developer after an employment period of only [Number] months.
- Researched video conferencing software vendors and determined a more cost-effective solution for online training that resulted in a savings of \$[Number] annually.

## CERTIFICATIONS

- Project Management Professional certification
- Certified ScrumMaster
- Oracle Certified Database Administrator
- Certified Business Intelligence Professional (CBIP)
- Association for Project Management (APM)