

JESSICA CLAIRE

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RELEVANT WORK EXPERIENCE

- 11/1999 to Current **Current: Software Development Testing**
Concord Hospitality – Pittsburgh, PA
Tracked quality assurance metrics and liaised with internal teams.
Worked with off-site teams to complete timely tests and facilitate smooth current product releases.
Searched for bugs in newly-developed aspects of existing web applications in sandbox environments, reporting errors to deliver complete functionality in time for launch date.
Collaborated with developers, system installers and technical support representatives in identifying problems to determine appropriate team to develop practical solutions.
Tracked software bugs and detailed information regarding findings and resolution techniques in documentation.
Worked with CISCO Communications Manager (CUCM) as an administrator.
Cisco Webex Control hub Administration for beta customers: Managing users, licenses, devices and hybrid services.
Worked on several models of Cisco wireless/wired Headsets.
- 01/1993 to 05/1996 **Assistant Front Desk Manager**
Holiday Inn Stanford/Sheraton – City, STATE
Handled guest complaints and offered complimentary services for hardship cases.
Hired, retained and mentored new employees, demonstrating best methods for servicing clients and guests.
Managed budget, supplies, and renovations and drove operations to meet sales and profit margins.
Coordinated weekly staff schedule to accommodate ongoing and seasonal needs of hotel.
Delegated work to staff, setting priorities/goals and tracking goals through accomplishment
Arranged special accommodations for guests to enhance the visitor experience.
Received incoming calls and coordinated with staff to fulfill customer requests.
Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
Worked with housekeeping and maintenance staff to address, analyze and resolve building and room issues.
Active member of Senior Management Meetings.
Responsible for cash and credit card payment transactions at the front desk.
Corrected guest issues promptly with knowledgeable and friendly service.
- 09/1986 to 12/1993 **Assistant Maitre D'**
Carnival Cruise Lines – City, STATE
Greeted guests and gathered information to seat groups or place on waitlist.
Supported serving staff, food runners and bussers to keep dining room presentable and ready for guests.
Escorted guests to seating area, furnished menus and highlighted daily specials.
Answered phone inquiries to schedule and confirm reservations, record takeout orders and respond to service questions.
Accommodated guests with children and special needs to promote a comfortable dining experience.
Scheduled reservations and notified servers and managers of large groups to prepare seating in advance.
Developed long-term relationships with customers to increase opportunities for repeat business.
Delivered outstanding service and support from initial interaction to final departure, maintaining loyal clientele.
Checked dining and serving areas to verify proper cleanliness and readiness for guests.
Greeted incoming guests to escort to assigned dining area and present menus.
- 02/1976 to 11/1985 **Aluminum Fabricator and Installation**
New Atlantic Aluminum Ltd – City, STATE
Tracked quality assurance metrics and liaised with internal teams.
Managed and worked with off-site teams to complete timely installation and facilitate smooth product delivery.
Updated software documentation and user guides to align with current features and comply with best-practice standards.
Collaborated with developers, installers and technical support representatives in identifying errors to determine appropriate team to consult for installation and resolve any issues. Fabricate and Installation Glass Sliding doors\windows, Bathroom Shower doors, Plantation Shutters, Window Blinds, Aluminum Glass Entrance doors.

MANAGEMENT SKILLS

- Management Team Collaboration Plan
Customer Cross-Functional Team Collaboration
Coordinate the Work of Subordinates
Analyze Problems and Develop Practical Solutions
Results and Deadline Driven
Develop and Maintain Effective Working Relationships Procedure Development
Customer Service
Manage and Work Within the Budget
Recruit, Hire and Retain Employees
Continuous Learning/Professional Development
Teamwork and Positive Attitude
Advocate and Represent the Voice of the Customer
Concise Written and Verbal Communication
Data Creation, Analysis and Presentation
Receive and Evaluate Vendor and Department Reports
RFQ Preparation and Conduct and Evaluate Bidding Process

EDUCATION AND TRAINING

- 04/1998 **Associate of Applied Science: Computer System Administration**
Masters Institute - San Jose, CA
- 07/1981 **High School Diploma**
St. James High School - Montego Bay, Jamaica

CERTIFICATIONS

- Certified CCNA, Systems
- Microsoft Certified: MCP
- Microsoft Certified MCSE
- A+ Certification