JESSICA CLAIRE

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SKILLS

- Active Directory
- Banking
- Budget
- Call center
- Cisco
- Configuration management
- Contracts
- Conversion
- Clients
- Databases
- Dell
- Dell desktops
- Disaster Recovery
- Documentation
- Senior management
- Flash
- IBM
- ISO
- Laptops
- Network
- Phone system
- Printers
- Processes
- Quality
- RAID
- Software development
- Software documentation
- Tax
- Phones
- Type 2

EDUCATION

Southern Polytechnic State University
Marietta, GA

MS: Management of Technology

Norfolk State University
Norfolk, VA

MS: Computer Science

BS: Electronic Technology

PROFESSIONAL SUMMARY

Information Technology professional with 10+ years of key leadership experience in planning, managing, and implementing Information Technology team projects. Expertise envisioning and leading technology teams to produce multi-million-dollar revenue and growth initiatives. Core Proficiencies Strategic Planning | Leadership Development | Mentorship Development | Team Builder Security Education | Security Development | SOC2 Type 2 Documentation Continuous Improvement | Change Management | Process Improvement

WORK HISTORY

Apex Systems - Vice President Information Technology
Moorestown, NJ • 09/2014 - 02/2022

- Reduced Infrastructure operating cost by 15% with conversion to cloud infrastructure
- Received performance bonuses three years consecutively
- Mentored and promoted multiple internal team members
- Directed the integration of three newly acquired organizations
- Spear-headed the Knowledge transfer program; successfully retained 20+ multi-million-dollar clients
- Relocated 90% of the workforce to remote in two weeks during the beginning of the COVID-19 outbreak
- Infrastructure Management
- Oversaw Infrastructure team responsible for onsite and cloud-based systems
- Produced yearly IT budget and communicated directly with the senior management team
- Managed vendor relationships
- This included the management of contracts and licensing agreements for products and services
- Led the nationwide Cisco network and developed documentation
- Directed Pure Storage Flash Array system infrastructure using ManageEngine suite
- Oversaw the system disaster recovery with Veeam
- Developed cloud-base systems NetSuite, Salesforce, Zoom RingCentral phone system, JIRA Confluence and Zoom
- Support Management
- Directed the IT Support Team
- The core responsibilities of the team included supporting the IT needs for employees and clients covering remote employees, thirty-two staffed and six unstaffed offices spread over four time zones
- Managed RingCentral cloud-based phone system, which includes offices, conference rooms and call center phones
- Transitioned from an onsite call manager to RingCentral a cloud-based call manager
- Ensured the IT Support Team communicated with employees to address issues and requests
- JIRA ticketing system used to track issues and request
- Security Management
- Deployed quarterly security training for the entire organization via Proofpoint
- Implemented yearly Phishing Campaign via Proofpoint
- Executed Multi-factor authentication via OKTA
- Developed and uploaded compliance documentation for SOC2 Type 2 and ISO 27001 to hyper proof
- Partnered with principia/RAID our security compliance vendor to prepare for SOC2 Type 2 certification
- Internal

Hitachi - Honorable Discharge Staff Sergeant
Seattle, WA • 04/2006 - 08/2014

- Managed the operational management release processes
- Implemented processes and functions within the specific IT line of business organization
- Deployed desktop and mobile infrastructure for over 1500 employees spread out over 10 Offices in Georgia including out of state auditors
- The infrastructure consisted of Dell desktops, laptops, tablets, and printers administered by IBM and Dell vendors
- Directed a team of internal IT staff, partners, and vendors in daily Active Directory activities
- Monitored desktop infrastructure with Microsoft System Center Configuration Manager and System Center Operation Manager applications
- Evaluated, recommended, and launched new products
- Coordinated third-party software and software patch deployments
- Lead the deployment of tax applications with internal software development teams
- Implemented, monitored, and evaluated infrastructure budget activities
- Managed the lifecycle for all internal tax applications projects
- Established Disaster Recovery protocol., Managed an aircraft maintenance crew of four

DataScan Technologies - Deployment Manager
City, STATE • 10/2005 - 04/2006

- Managed the software development lifecycle and documentation environment
- Lead and maintained software development quality and stability through careful builds and controls
- Supported the configuration management system and provided training on the CM tools; maintained and monitored quality metrics and best practices
- Established software documentation baselines for RTI tracking databases
- Assisted development team in documentation required for software development lifecycle
- Created deployment procedures for e-Banking software suite.