

JESSICA CLAIRE

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Professional Summary

As the Director of IT, managed a team responsible for all corporate and local office systems, including applications, data center, servers, networks, firewalls, anti-malware, anti-spam, security, Active Directory, Azure Active Directory, Backups and storage, PCs, and telecom. Reported to the president of the organization. At the beginning of my tenure, completed a current state assessment; authored the firm's IT strategy and project roadmap. Implemented changes resulting in over \$20K in operating expense savings in first year. Planned and managed physical-to-virtual server migration; retired 8 servers and saved over \$50K in operating expenses. Led the evaluation and selection of a new VOIP Phone system for the organization which allowed us to reduce our number PRI circuits from three to one by leveraging existing data circuit. Converted legacy PBX phone system to VoIP. Managed IT aspects of various construction projects, including square footage needs, HVAC, cabling and relocation of equipment with minimal to no down time during cutover. Performed upgrades to hardware and software with minimal to no down time.

Skills

- Windows Server and Desktop support, Troubleshooting, Issues resolution
- Remote Management tools (Windows Admin Center, Comodo, GPO, Kace MDM, RDP/VNC)
- Help Desk Management, Team leadership
- Windows/MacOS/Linux
- VMWare, Proxmox, HyperV Virtualization
- MDM iPhone/Android
- Group Policy, MSI deployment, VB script, batch file, some Powershell
- Strategic planning
- Project Management
- Strategies and goals
- Leadership Experience
- Excellent Analytical Verbal And Written Communication
- Change Management
- Technical Knowledge
- Knowledge Transfer
- File Management

Work History

Director, Information Technology, 04/2005 to Current

Fiserv, Inc. – Hickory, NC

- Consulted with help desk staff to evaluate hardware and software requirements for business operations for Desktop needs
- Worked with helpdesk staff as needed to support Microsoft Windows 7/8/10 issues, as well as other desktop applications
- Evaluated, procured, installed and supported cloud and server hardware, networking hardware, SAN, blade servers, firewalls, VOIP phone systems, desktops, laptops, and some medical equipment
- Determined WAN infrastructure needs and brokered contracts for WAN/Internet/Cloud services
- Evaluated, procured, installed and supported Carbon Black anti-malware initiatives, encrypted email, patient portals, fax servers
- Worked with HIPAA compliance officers to design appropriate corporate policies with respect to ePHI, MU/MIPS initiatives
- Supported, installed, upgraded VMware, Proxmox, Athena Centricity, Surescripts Document Management, SMPP, eRx, Biscom Fax server, t.38 fax, fax to email, MAS 200 Accounting System, Vision, Windows Server, Active Directory, Azure Active Directory, Microsoft Exchange, Windows Server, CentOS Linux
- Setup, maintain and monitoring of environmental HVAC, UPS, and generator systems for server rooms
- Setup/maintain backup systems and Disaster Recovery initiatives for VMWare and Proxmox infrastructure
- Lowered IT costs by 25 percent leveraging open source software for Asterisk phone systems, Hypervisor (Proxmox), firewalls, network monitoring (Nagios, RANCID), Edge email using spamassassin/postfix, Hylafax fax to email, Squid Proxy Internet website blocking

IT Manager, 10/2001 to 04/2005

Bolt Threads – Emeryville, CA

- Closely collaborated with project members to identify and quickly address problems
- Performed detailed assessments of risks to determine constraints and develop mitigation strategies
- Created full-fledged implementation plans, accounting for ROI, cost-benefit and other analyses

• Maintained tactical control of project budgets and timelines to keep teams on-task and achieve schedule targets by using open source software where possible

• Oversaw daily performance of computer systems and immediately responded to all issues to keep business up and running

• Worked Helpdesk issues for Microsoft Windows and other applications

Instructor, 01/1999 to 12/2001

American Chemical Society – Austin, TX

- Implemented and optimized new curriculum and day-to-day instruction for A+ and MCSE test preparation for eventual certification.

• Provided clear, informative lectures on Microsoft and CompTIA courses to classes of 10-15 students.

• Initiated new learning methods, promoting total student comprehension while curbing learning time. This was done with lots of hands on lab work as well as providing real world examples which I encountered in my other jobs.

• Earned positive feedback from parents regarding classroom instruction and student learning success.

• Tested students on materials presented in workshops and classes to assess grasp of material.

• Reviewed class and student records to look for areas in need of improvement and implement plans of action.

Education

Bachelor of Science: Industrial Management And Computer Science, 1994

California University of Pennsylvania - California, PA

Certifications

Former/expired certifications:

MCSE, MCSA, MCT, Dell, HP, A+, CTT, Fore/Marconi Layer 3 Switches

Hardware Experience:

EMC Clariion (5 years)

EMC VNX 5400 (5 years)

Dell M1000 Rack/Chassis servers (5 years)

Cisco Switches (10+ years)

Dell Powerconnect Switches (10+ years)

Cisco ASA (10+ years)

HP iLO

PRI/POTS/SIP Trunking

Network/Security Experience:

Carbon Black Protect (4 years)

Carbon Black Sensor (2 years)

Comodo Anti Malware (1 year)

Quest Rapid Recovery Data Protection (10+ years)

Observium SNMP aggregation, graphing, alerting (2 years)

Nagios (10+ years)

Zoneminder DVR Surveillance camera system (5+ years)

Asterisk VoIP/Freepbx (10+ years)

Additional Information

My best assets are the ability to multi task projects, problems, and issues. I am able to troubleshoot and break down issues to their root cause for appropriate resolutions to be discovered or created. Proactive approaches have always been the best way to maximize uptime and minimize problems.