

JESSICA CLAIRE

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- (555) 432-1000
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PROFESSIONAL SUMMARY

Proficient Information Systems Analyst familiar with completing highly technical work to improve business computing environments. Excellent critical thinking, organizational and conflict management skills developed over 3 years in the field. Desiring a permanent position in a challenging, growth-oriented environment.

SKILLS

- Administrative support
- Java
- Html
- CSS
- Microsoft Office Suite
- Adobe Acrobat Solutions Pro
- Google Sheets
- Data Entry and Maintenance
- Front-End Skills: HTML, CSS
- Second-Level Support
- Design Solutions
- Web Applications

EDUCATION

New Jersey Institute of Technology
Newark, NJ • 05/2019
Bachelor's: Computer Technology

WORK HISTORY

22Nd Century Technologies - Information Technology Analyst

Tampa, FL • 04/2021 - Current

- Resolved malfunctions with systems and programs through troubleshooting.
- Monitored employee tasks, evaluating information processing and performance to gauge business functions and inefficiencies.
- Investigated and addressed system issues to enhance usability and improve functionality.
- Planned and conceived computer systems using information engineering, data modeling and structured analysis.
- Evaluated and adopted new technologies to address changing industry needs.
- Developed flowcharts and diagrams to describe and lay out logical operational steps.
- Oversaw installation of software programs and hardware systems to meet requirements.
- Troubleshoot incidents reported by end-users to schedule system changes and identify permanent solutions.
- Established requirements and developed tailored methodology to bolster management decision support reporting.

Tesla Motors - PRE-CONSTRUCTION COORDINATOR

Phoenix, AZ • 03/2021 - 08/2021

- Uploading documents, downloading documents, checking system for accuracy, tracking changes, making sure correct boxes are checked, and checking boxes
- Managed commercial construction projects by working effectively with general contractors, subcontractors, engineers and architects.
- Kept project on schedule and within budget while serving as project leader.
- Formulated quality assurance and safety standards to comply with construction plans.
- Attended 10 on-site meetings with subcontractors and clients per month.
- Compiled daily field report, detailing all key activities and outlining project progress for stakeholders.
- Answered constant flow of customer calls with minimal wait times.
- Provided primary customer support to internal and external customers.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.

Liberty Mutual - DATA ENTRY CLERK

Reno, NV • 05/2020 - 09/2020

- Reviewed and updated client correspondence files and database information to maintain accurate records
- Constructed of queries, creation of reports, importing/exporting of data.
- Responsible for continued technical training as well as training related to HIPAA, CGMP, PDMA, and adverse events
- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports
- Managed large data projects, including workflow scheduling, data entry and accuracy verification.