

Jessica Claire

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PROFESSIONAL SUMMARY

Insightful Senior Information Technology Manager with 20 years of IT leadership experience including oversight of infrastructure, application support and security services. A visionary, result-oriented Technology leader with a track record of collaborating with ownership to commit to innovative technology implementations. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance and support of complex systems including extensive expertise with cloud architecture and migration from on premises systems to hosted services including Azure AD, Microsoft Endpoint Manager (Intune), Universal Print, MS365, iManage and more. Known for excelling at strategic business planning, team building and leadership, relationship management, financial negotiations, and change management expertise. Deadline sensitive and cost-conscious project management style with a focus on innovation. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations. Highly adept in request for proposal development, technology needs assessments and staff training.

SKILLS

- Project lifecycle management
- Agile framework
- Security planning
- Risk mitigation planning
- Documentation and reporting
- Budget administration
- Infrastructure development
- Requirements analysis
- Quality assurance
- Reporting template development
- Documentation Management
- Critical Thinking
- Teambuilding
- Organization and Time Management

- Microsoft Endpoint Manager (Intune) Proficiency
- Azure AD Proficiency
- Microsoft 365 Proficiency
- Conditional Access Policy Proficiency
- Universal Print Proficiency
- Enterprise Management
- Staff and User Training
- Cloud Architecture Proficiency
- Project Management
- Budget and Cost Analysis
- Enterprise Resource Planning
- Process Improvement
- Change Management

WORK HISTORY

Senior Information Technology Service Manager, 01/2007 - Current

Carolina Handling – GA, State

- Reports directly to the CIO. Manager of department comprising of twenty- four full time IT professionals supporting 12 offices. Responsible for managing, training, mentoring, and continuous development of 24 employees including Desktop Engineering, Audio Visual, Deskside Support, and Service Desk Call Center.
- Chief Technology Buyer for the entire Firm. Developed and maintained \$20 Million Budget for IT Service department and developed IP application and support systems, integration procedures, and projects. Responsible for, asset management and life cycle management.
- Managed and reduced IT spending to support budgeting processes and TCO modeling procedures.
- Designed and led implementation of company-wide enterprise security strategy for network and hardware security, disaster recovery, data protection and information access across all major systems.
- Successfully helped Firm personnel transition from in-office to all remote in March 2020 while onboarding over 600 new employees. Successfully kept computers on the shelves during the pandemic despite shortages while systematically overcoming logistic hurdles and improving imaging, packaging, and shipping processes.
- Designated point person for for all Firm construction projects. Complex IT installations from ground up in New York City, Santa Monica, San Jose, Foster City and Washington DC. Oversaw major remodels in the San Francisco and Mountain View offices. Managed teams of contractors and full time staff by coaching, mentoring and driving efficiency.
- Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.
- Negotiated software support contracts to drive cost savings. Supported budget process and Total Cost of Ownership modeling to manage and reduce Firm spending.
- Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions while establishing cost-saving measures to alleviate compliance risk through software license audits.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Migrated Firm from on premises Microsoft Active Directory to Azure AD. Implemented Identity Management, Conditional Access, and Device Management including Windows 10/11, IOS, Android and MacOS. Experienced with both on premises and Cloud Architecture systems. Expert with Active Directory, Azure AD, SCCM, Intune, Microsoft 365, Cisco IP Telephony, and many other enterprise systems.
- Interviewed, hired, trained and mentored staff from small team of six to current team of twenty-four by coaching daily, leading performance reviews and offering constructive feedback. Researched and recommended innovative and automated approaches to routine tasks. Authored service level agreements for Service Desk/Help Desk operations. Fostered loyalty and low turn-over for IT staff.
- Created storage allocation for new build and existing Windows servers and clusters.
- Winner of three Fenwick Finest awards for Outstanding Service, Mentoring, and Teamwork.
- ILTA Member Liaison Silicon Valley (International Legal Technology Association)

Information Technology Director, 01/2000 - 01/2007

Morgan Miller Blair – City, STATE

- Management of all aspects of the firm’s technology.
- Analyzed department and job-related functionality requirements to align technology priorities with business needs.
- Interviewed, hired, trained and mentored staff by coaching daily, leading performance reviews and offering constructive feedback.
- Fostered positive working environment that encouraged innovation, collaboration and accountability and managed end-user needs with functional and security responsibilities.
- Developed and maintained service level agreements for strategic applications and measured performance against objectives.
- Developed, tracked and controlled Information Technology operating budgets and cost and benefit analyses for IT spending initiatives. Worked with leasing companies and vendors to obtain and maintain Firm IT assets.
- Implemented, created and tested disaster recovery and business continuity plans and maintained appropriate back-up system of all Firm data to collocation utilizing server virtualization technology. Expertise with VMware and Microsoft Virtual Server.
- Performed regular audits and tests of infrastructure and applications.
- Stayed abreast of current technology advancements, emerging standards and IS regulations to meet Firm's strategic technology goals. Actively identified opportunities for application optimization, redesign, and development to troubleshoot and resolve user and application issues.
- Led and assisted technical upgrade projects for Firm by working and coordinating with consultants and developers for integrations to support and improve network operations.
- Played key role in on-going network design, reevaluation and optimization to keep pace with company growth. Supervised Firm move to an upgraded facility in 2006. Designed and built state of the art conference rooms, wired and wireless network, and server room.
- Extensive experience and expertise with litigation support needs and trial presentation using Summation, Trial Director, Legal Access Ware, CaseMap, TimelineXpress. Frequent guest speaker and Contra Costa Bar Association events on the subject of litigation support application use. Project manager for multiple firm wide migrations/rollouts.
- Chairman of the firm’s Technology Committee; the only non-attorney to chair a committee at the firm.
- Five years of experience with Voice over IP and Unified Messaging. Recognized BlackBerry expert and frequent guest speaker about deploying applications beyond email to BlackBerry at the Wireless Enterprise Symposium, ILTA, and other industry venues.
- Webmaster for the Firm’s Web site, Intranet, and Extranet.
- Engineer for Intel based server farm of 30+, 75 desktops, Cisco network, Cisco wireless, NetApp NAS/SAN, and Avaya IP phone system. Application expertise includes Windows 2003 Active Directory, Symantec Ghost, Citrix, Exchange 2007, 2003, 2000 and 5.5, BlackBerry, SQL Server, Elite, DTE, Prolaw, iManage, Interaction, Microsoft Office, iCreate, Macromedia Design Suite, Photoshop, DeltaView, Hot Docs, RightFax, EAS, eCopy, Dictaphone.

Technology Company Owner, 01/1997 - 01/2000

Computer House Calls – City, STATE

- Founded and expanded Technology Service company to 20 employees servicing desktops and networks to businesses and at-home clients throughout the East Bay of San Francisco.
- Cross platform specialist with expertise in Windows, Novell, Linux, and Macintosh.
- Website Developer for over 30 companies.
- Generated and developed leads using networking to acquire new clients. Implemented business strategies to increase revenue and effectively target new markets including law firms and technology companies.
- Interacted well with customers to build connections and nurture enduring relationships. Managed purchasing, sales, marketing and customer account operations efficiently.
- Supported company goals through careful reinvestment of profits and automated manual workflows to improve audit controls.
- Spearheaded revenue growth through sales, new and enhanced product development and new market penetration.
- Reduced operational risks while organizing data to forecast performance trends.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
- Trained and guided team members to maintain high productivity, performance metrics, proper protocols and customer service standards.

EDUCATION

BS: Business Management, Information Technology Management, 2005

Kaplan University

- Summa Cum Laude

Certificates: Computer Repair, Operating Systems And Networking, 1997

LOMA VISTA - Concord, CA

1980-1985: Business Management

Brigham Young University - Provo, UT

AA: Dental Hygiene, 1990

Chabot College - Hayward, CA

- Graduated with Highest Honors

ILTA MEMBER LIAISON SILICON VALLEY

International Legal Technology Association

CERTIFICATIONS

- MCA - Microsoft Certified Architect Credential ID#5444712
- MCSE - Microsoft Certified Systems Engineer Credential ID#5444712
- MCDBA - Microsoft Certified Database Administrator Credential ID#5444712
- MCP - Microsoft Certified Professional Credential ID#5444712
- iCSA (iManage)
- AA (Interaction)
- ITIL 4
- Getting Started as a LinkedIn Learning Admin Issued January 2020
- CBESA (BlackBerry)