

JESSICA CLAIRE

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Professional Summary

- Motivated and dedicated tech-savvy IT expert
- Background in United States Navy Submarine service dedicated to preserving national security
- Upgraded and maintained a state of the art network on board a multi-billion dollar naval submarine
- Military background has solidified my project management skills as leading LAN administrator
- Due to severe nature of submarine service my ability to meet deadlines and work under pressure has developed my overall technological expertise
- Constantly trying learn and better my skills through new certifications
- Can operate effectively alone or as a team player
- Excited for new and upcoming projects through preparation and expert recommendation
- Dedicated IT consulting professional well-versed in developing creative solutions for diverse business problems and objectives.
- Tactical and decisive leader with self-directed and analytical mindset. Known for quickly and effectively defining IT operational obstacles and designing cost-effective solutions.
- Successful at optimizing security standards, improving planning processes and managing systems implementation. Knowledgeable about disaster recovery planning, roadmapping and team development.
- Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing large scale projects. Devoted troubleshooter with deep understanding of system architecture and diagnostics.
- Over 5 years of total experience

Skills

- A+ Certification
- End-user support
- LAN Protocols
- Advanced computer proficiency
- Task Prioritization
- Confidential data management
- Data recovery
- Business operations
- Infrastructure planning
- Security+ Certification
- Security Protocols
- Hardware Installations
- Project Management
- Network administration
- Customer service expert
- Desktop support
- Servers expertise

Work History

Information Technology Consultant and Piano Mover, 07/2019 to Current

Advantage Sales And Marketing, LLC – Stamford, CT

- Worked closely with infrastructure staff and departmental decision makers to identify, recommend, develop and implement cost-effective technology solutions.
- Provided strategic and tactical advice on successful ways for using technology to achieve specific business goals.
- Shipped material and performed boxing, packing, labeling and preparation of any related documents.
- Safely transported Pianos and audio visual equipment avoiding accidents and mishaps.
- Provided troubleshooting techniques in integrating professional audio/video systems.
- Monitored and repaired audio, video, control systems and video conferencing equipment.

IT Support Specialist, 01/2018 to 07/2019

The Morning Star Company – Santa Nella, CA

- Created help desk tickets, troubleshoot and resolved desktop and server issues.
- Provided remote and onsite support to various small-medium business located throughout the state of Hawaii.
- Delivered remote and onsite technical support for over 50 employees.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Configured hardware, devices and software to set up work stations for employees.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.
- Installed and managed audiovisual equipment.
- Oversaw development and implementation of improvements to support and network operations.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
- Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.
- Oversaw daily performance of computer systems and immediately responded to issues to keep network up and running.
- Supported phone, photocopier, fax machine and other physical equipment.

Information Systems Technician, 07/2012 to 07/2017

United States Navy – City, STATE, United States

- Served as LAN Administrator on board Fast Attack Los Angeles Class Submarine USS Jacksonville. Played an integral part in providing one of the most advanced networks to be deployed on a United States Submarine. Skill set ranges from basic networking/troubleshooting to advanced network theory and experience in running every aspect of a LAN as well as utilizing a military grade global network. Single handedly prevented major data loss on multiple occasions due to harsh conditions at sea saving multi-million repairs from being necessary. As administrator I spear-headed and accomplished projects regarding data loss prevention, information assurance, cyber security, and trained technicians under me.

- Possessed a Top Secret Security clearance allowing me to maintain and protect sensitive data.

- Produced reports on equipment status, incidences, personnel readiness and intelligence for superiors on a daily basis.

Education

High School Diploma: 05/2012

Cypress Ridge HighSchool - Houston, TX

Information Technolgy, 10/2013

Naval Submarine School - Groton, CT

- Obtained A+ and Security+ certifications

- Graduated top of class

- Studied and mastered skill sets in networking, troubleshooting, server management and repair, virtual server management etc.

Certifications

- CompTIA A+ Technician

- CompTIA Security+