

JESSICA CLAIRE

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☎ (555) 432-1000

📍 Montgomery Street, San
Francisco, CA 94105

SKILLS

Project management
Program management
Process improvement
Requirements gathering
Team leader
Strategic planning
Results-oriented
Effective multi-tasker
Data analysis
Team player
Team building
Extensive technology experience

EDUCATION

Iowa State University
Ames, IA
*Family Financial Planning
(Graduate Certificate)*

1 1998
*Will be a Certified Financial
Planner after completion.* GPA:
GPA: 4 . 0
GPA: 4 . 0

Iowa State University
Ames, IA
*B.S: Marketing
Marketing*
1 1999
*Microsoft Front Page Certified
New Horizons - Des Moines, IA A
CCOMPLISHMENTS*
I Rolled out the first company wide
intranet for a Fortune 500
Company. I Learned two computer
languages on my own to better
understand the limits of what
developers can do. I In 2010,
elected Professional and Scientific
representative. I Implemented
entire electronic thesis/
dissertation solution at Iowa State
University. I Published paper at
International Academy of
Technology Education, and
Development (IATED) conference:
Empowering Departments Across
the University by Using Web
Technologies 2

PROFESSIONAL SUMMARY

Innovative and solution focused web development manager/analyst with extensive experience in Program and Project Management. Detail-oriented and skilled in identifying technology needs, creating a plan for solving them, and leading multiple teams to implement the solutions. Self motivated, strong leader, and team player that works hard developing staff. Experienced in working in industry and academia.

WORK HISTORY

Abm - Information Technology Manager/Analyst
Murray, KY • 06/2006 - Current
Analyze the technology needs of the Graduate College, to develop short term and long term goals and to meet and implement the solutions to those needs by working with internal, external or mixed teams tech or non-tech teams. Oversee the management of multiple websites running various software. Supervise and manage the composition of the Graduate College information technology team focusing on balancing technology skills based on short and long term goals. Develop staff skills through training as needed. Collect and report data to various groups across campus as well as to national agencies such as National Science Foundation, National Institutes of Health, and Council of Graduate Schools.

- Led the Graduate College IT team for over eight years
- Implemented Software Development Lifecycle Methodology
- Appointed to Iowa State University's Paperless Task force to represent the Graduate College
- Elected to the Professional and Scientific Council to represent P&S employees
- Led strategic initiatives for the Graduate College for past three years
- Communication leader between faculty, staff, and central IT
- Proficient in the use and implementation of industry IT standards
- Regularly translate detailed program requirements into technical specifications.

Half Price Books - Manager
City, STATE • 05/2003 - 05/2006

- Assisted with the running of the Des Moines Store (Largest in district).
- Managed 25 employees.
- Trained employees to complete their position duties.
- Handled cash daily and reconciled accounts.

Saks Incorporated - Web Communications Manager
City, STATE • 1999 - 2003
Developed and managed websites and web software related projects while staying within the \$2 million budget of the Web Communications department. Directed various development teams of project managers and programmers focusing on internal and external users. Created project plans and worked with marketing and executive leadership to gain approval for projects. Regularly worked by phone or email to complete projects.

- Led project teams to roll out first company wide intranet, while delivering 1 month faster than original timeline.
- Developed new corporate website from scratch, and then led teams to roll out new website.
- Developed, trained, and implemented Corporate Web Design Standards across the company.

ACCOMPLISHMENTS

- Information Technology Manager/Analyst.
- 07/2006 to Current Iowa State University Ames, IA Analyze the technology needs of the Graduate College, to develop short term and long term goals and to meet and implement the solutions to those needs by working with internal, college, department, external or mixed teams.
- Oversee the management of multiple websites running various software.
- Supervise and manage the composition of the Graduate College information technology team focusing on balancing technology skills based on short and long term goals.
- Develop staff skills through training as needed.
- Collect and report college data to groups across campus as well as to national agencies such as National Science Foundation, National Institutes of Health, and Council of Graduate Schools.
- I Led the Graduate College information technology team for almost eight I Implemented Software Development Lifecycle Methodology.
- I Worked with Associate and Assistant Deans to determine staffing needs, as well as chaired or served on recruiting committees for nine full time faculty and staff.
- I Appointed by the Dean to Iowa State University's Paperless Task force to represent the Graduate College.
- I Elected to the Professional and Scientific Council to represent P&S employees.
- I Communication leader between faculty and staff for all technology projects and goals.
- I Proficient in the use of and implementation of industry IT standards.
- I Regularly translate technical specifications into detailed product requirements.
- I Lead strategic initiative team to implement major Graduate College goals.
- I Volunteer member of university committee for people with disabilities.

SKILLS

budget, Extranet, Financial, Financial Planning, Microsoft Front Page, languages, leadership, personnel, project plans, Scientific, website, websites, Web Design