

# JESSICA CLAIRE

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## Professional Summary

Head of Information Technology Department of Tehran Municipality. IT engineer and expert in planning, project control, IT evaluation and urban management

## Skills

- Network Security
- Performance Monitoring and Optimization
- Team Collaboration
- Problem Solving
- Software Management
- Technical Troubleshooting
- Hardware Installation
- Application Configuration
- Automation Management
- VoIP Systems
- LAN and WAN control
- Cisco CCNA Certification
- MCSE Certification
- CompTIA Security+ Certification

## Work History

### Information Technology, 06/2005 to Current

Red Hat Inc. – Columbus, OH

- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Configure, monitor, and maintain email applications or virus protection software.
- Load computer tapes and disks, and install software and printer paper or forms.
- Design, configure, and test computer hardware, networking software and operating system software.
- Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.
- Train people in computer system use.
- Coordinate with vendors and with company personnel to facilitate purchases.
- Maintain logs related to network functions, as well as maintenance and repair records.
- Coordinate installation of software system.
- Develop or direct software system testing or validation procedures.
- Train users to use new or modified equipment.
- Specify power supply requirements and configuration.
- Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.
- Develop and direct software system testing and validation procedures, programming, and documentation.
- Store, retrieve, and manipulate data for analysis of system capabilities and requirements.
- Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.
- Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.
- Test programs or databases, correct errors and make necessary modifications.
- Specify users and user access levels for each segment of database.
- Develop standards and guidelines to guide the use and acquisition of software and to protect vulnerable information.
- Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.
- Recommend new equipment or software packages.
- Use object-oriented programming languages, as well as client and server applications development processes and multimedia and Internet technology.
- Analyze network data to determine network usage, disk space availability, or server function.
- Document network support activities.
- Install and configure wireless networking equipment.
- Install network software, including security or firewall software.
- Install new hardware or software systems or components, ensuring integration with existing network systems.
- Install or repair network cables, including fiber optic cables.
- Test computer software or hardware, using standard diagnostic testing equipment and procedures.
- Document help desk requests and resolutions.
- Monitor the system for equipment failure or errors in performance.
- Help programmers and systems analysts test and debug new programs.
- Oversee the operation of computer hardware systems, including coordinating and scheduling the use of computer terminals and networks to ensure efficient use.
- Type command on keyboard to transfer encoded data from memory unit to magnetic tape and assist in labeling, classifying, cataloging and maintaining tapes.
- Oversee the daily performance of computer systems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Test and verify hardware and support peripherals to ensure that they meet specifications and requirements, by recording and analyzing test data.
- Build, test, and modify product prototypes using working models or theoretical models constructed with computer simulation.
- Analyze user needs and recommend appropriate hardware.
- Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

### Support of Tehran Sama Site and Design of Electron, 04/2006 to 03/2008

Tehran Sama News Agency ( Part Time ) – City, STATE

- Preparation of electronic newsletter of urban management.

### Seller of Spare Parts for Renault, Peugeot, Hyunda, 06/2004 to 03/2006

Mokhtari Sales Agency · Freelance – City, STATE

- Sale of all car parts of Renault, Peugeot, Hyundai and Kia.

## Education

### Master of Science: Urban Management, 06/2019

Islamic Azad University - Tehran

### Bachelor of Science: Computer Software Technology , 03/2013

Islamic Azad University - Tehran

## Certifications

- Certified Ethical Hacker (CEH)
- Certified Information Systems Security Professional (CISSP)
- Certified Internal Auditor (CIA) - ISO 27001
- CompTIA Security+
- International Conference On Entrepreneurship ( ICE-2018 )
- Photography And Lighting

## Additional Information

- Activities in charities and humanitarian centers
- Photography
- Collaboration in holding ceremonies, conferences and seminars
- Activity on social media