JESSICA CLAIRE

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📍 Montgomery Street, San Francisco, CA 94105

SKILLS

- Budget Administration
- Oral And Written Communication
- Agile Framework
- Information Technology
- Collaborative Relationships
- Infrastructure Development
- Product Development
- Data Analytics
- Requirements Analysis
- Portfolio Management

EDUCATION

ITT Tech
St Rose, LA. • 01/2006

Bachelors of Science: Information Technology Securities

PROFESSIONAL SUMMARY

Enthusiastic Information Technology Manager and dedicated employee with integrity, strong work ethic and great leadership skills. Over 20 years of experience building revenues, improving processes and driving business growth through periods of ranging market health. Exceptionally aware of early warning signs of economic downturn with strategic adaptability.

WORK HISTORY

Hyatt - Information Technology, Manager
Virginia Beach, VA • 12/2010 - Current

- Fostered positive working environment that encouraged innovation, collaboration and accountability and managed end-user needs with functional and security responsibilities.
- Identified opportunities for application optimization, redesign and development and troubleshot and resolved user and application issues.
- Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
- Designed customized data collection models for specific visualization tasks.
- Developed intelligence-sharing dashboards, providing company-wide access to collected data.
- Directed implementation of new business intelligence tools, selecting appropriate solutions and aiding in corresponding onboarding processes.
- Optimized BI reporting capabilities for secure server environment.
- Achieved project deadlines by coordinating with contractors to manage performance.
- Combined business and systems knowledge to create functional designs.
- Analyzed business requirements to understand business needs.
- Worked with Scrum team to test and certify application features before deploying to production.
- Performed critical analysis on information consolidated from multiple sources, identified and resolved conflicts, and broke down high-level information into detailed workable requirements.
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.
- Tracked project progress and updates and monitored deliverables, milestones and issues for accurate bi-weekly reporting.

Juniper Networks - Network Support Engineer
Durham, NC • 11/2008 - Current

- Diagnosed network problems involving combination of hardware, software, power and communications issues.
- Remotely analyzed and diagnosed complex network faults for office and Remote end-users, recommending and implementing corrective measures.
- Managed and administered load balancing tasks for six networks, routing and shaping traffic to reduce service interruptions and network strain.
- Oversaw junior-level field technicians , directing work orders while monitoring performance metrics and consumer feedback.
- Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
- Carried out day-day-day duties accurately and efficiently.
- Oversaw junior-level 1 help-desk support Tech, directing work orders while monitoring performance metrics and consumer feedback.

Rtx - Software Developer
Sterling, VA • 11/2007 - 11/2008

- Served as primary liaison between software customers and development team, relating feedback and concerns for future patch cycles.
- Consulted with clients to align future software development with customer priorities.
- Drafted visual representations of software architecture design for presentation to stakeholders.
- Created migration strategies to bridge development gaps between existing software architecture and future updates.
- Provided quality assurance testing for pre-release software through alpha and beta cycle development channels.
- Gathered and defined customer requirements to develop clear specifications for project plans.
- Met with project manager and team members to provide detailed project reports and milestone updates.

Cenac Towing - Information Technology, Network Administrator
City, STATE • 11/2002 - 11/2007

- Installed, configured, and supported local area network (LAN), wide area network (WAN) and Internet system.
- Maintained network hardware and software and monitored network to support network availability to end users.
- Deployed antivirus and security solutions throughout entire system network.
- Configured networks for smooth, reliable operation to meet business processes and objectives.
- Achieved project deadlines by coordinating with contractors to manage performance.
- Identified plans and resources required to meet project goals and objectives.

AFFILIATIONS

Goal-oriented Information Technology leader equipped with powerful communication, coordination and analysis skills. Fully committed to providing and implementing dynamic, compelling solutions to the ongoing objectives of the organization. Works well in challenging, fast-paced, high-stress and deadline-oriented environments individually or as part of a team. Skilled in project management and digital technology; also, heavily experienced with customer, employee, and vendor relationships as well as technical support. Knowledgeable in creating detailed reports, documents and presentations. Focused on consistent quality work and a desire to simplify and innovate the daily operations of Corporate, Customer and Partner cultures.