

JESSICA CLAIRE

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SUMMARY

Accomplished IT with over 20 years of information technology support experience. Tech-savvy professional well-versed in installing and configuring computer systems, diagnosing hardware and software defects and supporting new application roll-outs. Graduate in Information Technology in E-Commerce. Committed to providing efficient, high-quality support. Knowledgeable Information Technology ,assisting with process improvement implementation in diverse areas. Familiar with Industry, business practices and IT standards. skills in infrastructure, system management and enterprise operations.

SKILLS

- Remote Conferencing Support
- Hardware Updates
- Office Center Operations
- Customer Support Needs Assessment
- Hardware Upgrades
- Windows 10/11
- Technical Troubleshooting
- Hardware Diagnostics
- System Testing
- Software Management
- Performance Monitoring and Optimization
- User Support
- Data Backup
- Hardware Installation
- Application Configuration
- Virus Protection
- Software Licenses and Patches
- Automation Management
- Mobile Device Management
- Virtual Machine Operation
- Remote Conferencing Support

EXPERIENCE

Department Of Homeland Security - Information Technology Specialist Williston, VT • 03/2019 - 04/2023

- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Built and maintained successful relationships with service providers, vendors, dealers and consumers.
- Researched issues on various computer systems to determine resolutions to problems and answer inquiries.
- Provided on-site technical support after project implementation and recommended product changes and upgrades to product managers.
- Increased overall company performance through improved IT uptime and cost reductions.
- Coordinated installation of software systems and collaborated with user experience team on design and implementation of new features.
- Conducted technical reviews and trade-off studies to identify purpose, audience and scope.
- Directed account management and customer training on company technical software and tools for new accounts and new users.
- Maintained and controlled wireless network.
- Troubled hardware issues and worked with service providers to facilitate repairs for end users.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Maintained records, logs and lifecycle documentation of work requests.
- Authored and distributed training manuals for handheld computers and devices used by staff.

Oak Street Health - DataCenter Specialist Gary, IN • 10/2007 - 12/2017

- Planned and completed group projects, working smoothly with others.
- Maintained updated knowledge through continuing education and advanced training.
- Exercised versatility in fast-paced, agile work environments.
- Managed and resolved incidents according to service agreements.
- Employed refined project management skills for task completion.
- Maintained positive working relationship with fellow staff and management.
- Utilized document management system to organize company files, keeping up-to-date and easily accessible data.
- Oversaw quality control to identify inconsistencies and malfunctions.
- Set specific goals for projects to measure progress and evaluate end results.
- Determined consumer needs to provide products and services appealing to larger market.
- Analyzed key performance indicators to identify effective strategies.
- Tracked project schedules and encouraged teams to complete tasks on time while staying on budget.
- Organized client meetings to provide project updates.

Sam.Co - PC Assembler City, STATE • 07/2004 - 07/2006

- Completed accurate assembly work by positioning and aligning components.
- Assembly hardware on computers.
- Monitored processes, reporting abnormalities to management team.
- Assembled and completed products according to production schedules.

Mehr Baft - Sales Manager City, STATE • 04/1999 - 07/2006

- Tracked monthly sales to generate reports for business development planning.
- Developed sales plans, goals, strategies and objectives to achieve team goals and revenue objectives.
- Maintained professional network of potential clients and business opportunities.
- Created and maintained sales environment to support business objectives.
- Analyzed business and sales targets using critical problem-solving skills.
- Established new accounts and serviced existing accounts maintaining professional relationships.
- Executed and created strategic sales plans to expand customer base and extend country reach.
- Tracked and analyzed key quantitative metrics and business trends relating to clients and partners.

LANGUAGES

English:
Negotiated:

Persian:
Negotiated: