

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Experienced Information Technology Director well-versed in infrastructure, security planning and daily operations management. Forward-thinking and strategic leader with 21 years of experience serving the healthcare and education industry. Recognized for cost-effective system improvements, operational streamlining and positive leadership style.

## SKILLS

- Requirements analysis
- Security planning
- Budget administration
- Infrastructure development
- Business Operations
- Project lifecycle management
- Communications
- Relationship Development
- Product development
- Team management
- Problem resolution
- Process Improvement
- Customer Service
- Operational Improvement
- Inventory replenishment
- Materials requisition
- Blueprints and schematics
- Preventive Maintenance
- Regulatory Compliance
- Agile framework
- Process improvement

## WORK HISTORY

### Director of Information Technology, 11/2000 - Current

Hca – Roanoke, VA

- Developed, tracked and controlled information technology operating budgets and cost and benefit analyses for IT spending initiatives.
- Developed and maintained service level agreements for strategic applications and measured performance against objectives.
- Implemented, created and tested disaster recovery and business continuity plans and maintained appropriate back-up system.
- Fostered positive working environment that encouraged innovation, collaboration and accountability and managed end-user needs with functional and security responsibilities.
- Deployed, monitored and maintained system installation, upgrades and network integration to achieve [Result].
- Coordinated with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose.
- Interviewed, hired, trained and mentored [Number] staff by coaching daily, leading performance reviews and offering constructive feedback.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
- Analyzed architecture design, scoping, implementation, testing and deployment needs to define project requirements.
- Implemented and managed wireless devices, multi-site network infrastructure, business intelligence development and implementation.
- Played key role in on-going network design, reevaluation and optimization to keep pace with company growth.

### Director of Facilities, 05/2007 - Current

Clubcorp Club Operations, Inc. – Debary, FL

- Monitored priorities and liaised between maintenance team and management, strategically delegating tasks to promote timely completion.
- Implemented preventive maintenance practices and upheld equipment guidelines to reduce downtime.
- Supervised daily operations, including employee performance, preventive maintenance and safety.
- Implemented improved training programs for maintenance employees.
- Coordinated daily workflow through task prioritization and concise scheduling.
- Analyzed and identified equipment failure root causes and initiated correction actions.
- Provided guidance to management regarding project bids for onsite improvements.
- Drove continuous commitment to product quality and safety, reducing downtime and overtime with effective budgeting and assignation of talents as well as resources.
- Supervised [Number] employees, including scheduling, training and performance monitoring.
- Procured pricing information from various vendors to support cost-effective purchasing.
- Saved \$[Amount] by implementing cost-saving initiatives that addressed long-standing problems.
- Led [Type] team in delivery of [Type] project, resulting in [Result].

### Information Technology Manager, 04/1999 - 11/2000

Kuecker Pulse Integration – Dallas, TX

- Delivered effective integrations of warehouse management system software applications so that tasks could be centrally managed.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
- Supported implementation of warehouse management system software applications to enable centralized management of tasks.
- Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Played key role in on-going network design, reevaluation and optimization to keep pace with company growth.
- Created service level agreement for IT operational functions including help desk operations.
- Delivered Windows server support, backup management and exchange support.
- Made recommendations and performed upgrades, assisting businesses in technology planning aligned with growth projections.
- Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.

## EDUCATION

### Bachelor of Science: Business Management Information Systems, 05/2019

Liberty University - Lynchburg, VA

- Graduated summa cum laude

### Associate of Applied Science: Computer Support Specialist

York Technical Institute - York, PA

## ACCOMPLISHMENTS

- Richard J. Pavlin Leadership Award - May 2019.
- Teamwork Award for leading the Facilities Planning Team - May 2019
- Lucie A. Coker Outstanding Staff Award - May 2016
- Meritorious Award - June 2002

## CERTIFICATIONS

- Certified Information System Security Professional (CISSP)

- First Aid/CPR Certified

- Certified ITIL v4