

# JESSICA CLAIRE

- ✉ resumesample@example.com
- ☎ (555) 432-1000
- 📍 Montgomery Street, San Francisco, CA 94105

## SKILLS

- Infrastructure development
- Security planning
- Budget administration
- Excellent communication skills
- Customer Focused

## EDUCATION

- Santo Tomas  
Philippines
- Associate of Arts:* Industrial Design
- Northern Virginia Community College  
Annandale, VA
- Associate of Science:* Information Technology

## PROFESSIONAL SUMMARY

Strategic Information Technology Manager skilled in guiding the organization's navigation of modern technology. Accustomed to driving efficiency and effectiveness by developing, delivering and supporting strategic plans. Passionate about creating and delivering the vision for the organization's technology needs and goals. Demonstrated ability to translate technical requirements to business solutions. Excellent interpersonal skills-building positive relationships with internal and external stakeholders.

## LINKS

- <https://polishedpetalsflorist.com/>
- <https://rojahnmalaney.com/>
- <https://espireservices.com/>

## WORK HISTORY

Community College Of Aurora - Information Technology Manager  
Denver, CO • 10/2016 - Current

- Led and assisted Customer Database, Company website and Financial software migration for the organization by working and coordinating with consultants and developers for integrations.
- Guide implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection, and endpoint protection.
- Maintain control of project budgets and timelines to keep teams on-task and achieve schedule targets.
- Facilitate the best user experience through continuous support, training classes, webinars, improvements and communication of the organization's policies and changes.
- Coordinate projects in Marketing, SEO, HR, Developers, and Publishing including defining scope, managing milestones and maintaining strong relationships with all department heads.
- Work closely with the executive team and Board members to plan, develop, coordinate and execute technology strategies aligned to the organization's vision, mission, and purpose.

Asml - IT Administrator  
Fort Collins, CO • 07/2000 - Current

- Demonstrates a high-level working knowledge of Windows-based programs such as Windows Server, Windows 10, Linux and macOS.
- Install and configured Office productivity software.
- Secure laptops and desktop software to conform to IT security best practices.
- Perform network maintenance on office Local Area Network (LAN).
- Diagnose and repair hardware problems with laptops, desktop, and iOS devices.
- Maintain existing IT systems and framework, and identify areas for needed upgrades.
- Conduct scheduled Operating system maintenance and installed recommended updates to comply with the latest software release requirements.
- Provide office employees with technical support services.
- Resolve issues and escalate problems with vendor support.
- Implement, develop and test installation and update of file servers, print servers and application servers in all departments.
- Improve overall security with proactive user security awareness training.
- Maintain a flexible schedule to respond to after-hours and weekend emergencies.
- Maintain existing company Information website and E-commerce store.

Wipfli Llp - IT Consultant  
Lincolnshire, IL • 01/2016 - Current

- Delivered quality commercial websites that meet and exceed customer requirements
- Provide reliable and secure hosting of customer's websites.
- Installed required plugins and additional coding to fit final design and functionality requirements.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability, and performance.
- Consulted regularly with customers on application development project status, new project proposals and software-related technical issues.
- Collaborated with the customer on project specifications, strategy and execution to build new WordPress pages and update existing ones.
- Automated and implemented backup and recovery procedures for Wordpress files and databases.
- Securing Wordpress sites from all forms of online attacks.

## ACCOMPLISHMENTS

- Promoted to IT Director.
- System Upgrade - Created and drove infrastructure migration strategy to begin the transformation of legacy on-premises technologies to a modern cloud solution built upon enterprise-grade architecture.
- Received the highest accolades from department leaders for delivering outstanding support to users in the organization and customers.
- I took over a high-level database migration project after the database manager who had all of the institutional knowledge unexpectedly passed away. I had to come up with the resource and plan within a short time to meet the launch date.
- Implement an effective proactive user security awareness training program which resulted in no compromised accounts during my tenure at the organization.
- Problem Resolution - Handled all internal technical support instead of relying on external 3rd party IT consulting companies to reduce the organization's expenditures.
- Spearheaded five successful website migrations.
- Setup and implement a secure Firewall using PfSense which provides web filtering, NAT, and WAN Failover.
- Created a Group Calendar using an iCalserver which makes it easier for users to check co-worker's availability.
- Virtualized all of the organization's Windows and Linux physical servers to use Linux KVM on Proxmox Hypervisors.
- Managed and maintained a Debian Linux IMAP server for 15 years before migrating user mailboxes to Exchange Online.
- Managed and maintained company Linux Apache MySQL and PHP webserver on AWS Lightsail.
- Written articles published in the organization's magazine publication.
- Planned and implemented the successful migration of two organization's legacy on-premises Windows infrastructure to Office 365 Enterprise.
- Delivered an effective integration of Single Sign-On between AMS and company website to facilitate member sign-ins to manage their account or access member-only content using one-login.
- Played a key role in transitioning user's Windows workstations to all macOS.
- Developed and implemented a floral eCommerce website on a Wordpress / Woocommerce platform to work with a POS system.
- Develop and implemented a cost-effective VOIP solution by utilizing Microsoft Cloud-PBX integrated with Microsoft Teams.
- Created an internal Knowledge library to serve as the repository where internal users can share how-tos covering processes of each department's operations for business continuity purposes.