

Jessica Claire

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PROFESSIONAL SUMMARY

To obtain the position as the XXXXX. SUMMARY OF QUALIFICATIONS Centralized Product Service Desk Manager at Joint Base San Antonio Randolph Air Force Base. Supervise 45 personnel and oversee support for 26,000 users. Site Manager for Graduate Training & Information Management System (GTIMS). GTIMS is a sophisticated Aircrew Training, Scheduling, Standardization and Evaluation Management System. GTIMS Training Team, Developed AMC Functional Training courses. Trainer, conducted 250 training sessions with over 1300 students attending. AMC Team Lead from 2018 – 2019, Instrumental in standup/management of 485 AMC MAF GTIMS Organization supporting 55K users. Oversee AMC database configuration management ensuring standardization over 10 GTIMS Databases. Participate in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems. Responsible for Testing, Implementation, and Management of AMC GTIMS Standardization and Evaluation initiatives across 80 AMC MAF Bases. Developed site manager mentoring training program ensuring Enterprise Service Desk personnel maintain highest degree of GTIMS software competency. Comp TIA Security + Certified Secret security clearance EXPERIENCE 2020 - Current Data Systems Analyst, Joint Base San Antonio Randolph, TX Graduate Training and Management System(GTIMS) Centralized Product Support Desk Manager Supervise four teams comprised of 45 personnel; Undergraduate Flying Training, Graduate Flying Training, Mobility air forces (MAF) and a 24x7 Centralized Product Service Desk (CPSD) located at AETC). Manages user issues in the government-provided help desk ticketing Systems (IS) averaging 32,045 tickets/year. Review tickets for completeness and accuracy, monitor/manage ticket work flow; identify and provide solutions for outstanding tickets. Create reports and metrics for service desk measures reporting performance. Assigns priority to user issues, identifies Critical/High issues and elevates to Program Management Office (PMO), reports mission impact. Works with Subject Matter Experts (SME), Infrastructure, and developers to troubleshoot code discrepancies towards resolution; manages tickets to ensure the appropriate Tier support (Tier 1-3) is assigned. Briefs customer on service desk status, works with Infrastructure Manager / Team for real time knowledge of an on-site availability of G/TIMS application and database services. Interviews service desk candidates, oversees new service desk employee training and is a primary contact with users in field as part of Customer Relationship Management efforts. Communicates with on-site user POC's, to include unit commanders. Reviews customer feedback, engages customer support issues and travels as needed to user locations. Provide troubleshooting support for G/TIMS functions at both user and admin levels. Track and respond to user issues with both functional and common service applications, scheduling functions, and provide information for the effective use of G/TIMS capabilities. Provide training to new users as well as training that introduces new upgrades, functions, and releases. 2014 -2020 Data Systems Analyst, Dover AFB, DE Graduate Training and Management System(GTIMS) Training Manager/AMC Team Lead Supervise 13 GTIMS Site Support Managers who daily support 80 worldwide locations, 485 organizations, and 55,000+ customers. One of three Subject Matter Experts on the AMC G/TIMS Team. Routinely travel to provide GTIMS user training to Active Duty, Reserve, and Air National Guard Components. Instrumental in the standup of AMC MAF GTIMS Aircrew Operations, AMC database configuration management 80 bases and 485 Organizations. Act as GTIMS Subject Matter Expert providing technical support/training for 36 AMC & AETC Enterprise Service Desk personnel. Developed Letter of X's to ensure ESD Personnel obtain/maintained required experience level outlined in Statement of Works associated with GTIMS contract. Computer System Administrator for 800 computers running GTIMS Browser Software at Dover AFB. Provide software designers with in-depth troubleshooting and detailed documentation of software test findings. Develop Detailed Training plans for new software releases; act as trainer, effectively communicated new software concepts and ideas to Air Force Users via electronic, written and oral communications methods. Created detailed user training guides and training products as well as voice-overs for training videos to facilitate the ease of use of GTIMS Software. Create Weekly/Monthly Status Reports, System Status Reports, System Upgrade Change Request, and Software Enhancement/System Discrepancy Reports.

SKILLS

- CERTIFICATIONS _____
- CompTIA Security Plus
- Azure Fundamentals
- Areas of Expertise _____
- Proficient MS Office Products Program Management set priorities, identifying critical issues
- Software Testing/Development Excellent written and oral communication skills
- Training Management Briefing USAF Headquarters Leadership and Managers
- Managing complex programs Computer System Administration/IT functions

WORK HISTORY

AVIATION RESOURCE MANAGEMENT SUPERINTENDENT

01/2005 to 01/2014

U.S. Air Force Air Education And Training Command | City, STATE

- Managed unit GTIMS ground and flying academic training syllabus', wing/squadron scheduling and stan/eval programs
- Routinely taught GTIMS classes to assigned Aviation Resource Managers
- Supervised the overall GTIMS process for planning, scheduling, and execution of flying and ground training for all assigned aviators
- Built/managed GTIMS Flying Hour Program at Wing, Group and Squadron level
- Managed Aviation Resource Management Profiles and GTIMS interface ensuring accurate documentation of all flying and ground training accomplishment
- Conducted daily/weekly/monthly and yearly GTIMS Flying Hour Program reconciliation with maintenance.

AVIATION RESOURCE MANAGEMENT INSTRUCTOR

01/2004 to 01/2005

U.S. Air Force Air Education And Training Command | City, STATE

- Supervised over 230 students annually, with an average class load of 12
- Developed course instructions, training literature, laboratory exercises and scenarios
- Researched and drafted lesson plans, and testing materials
- counseled and trained students ranging in grades of Airman Basic through Master Sergeant
- Advised leadership concerning student wash back, reclassification, and elimination
- Recommended revisions of training material based on evaluation of curriculum, field experiences, and instructional aides
- Administered special individualized assistance

CURRENT OPERATIONS SCHEDULER

01/1999 to 01/2004

U.S. Air Force Joint Special Operations Command | City, STATE

- Responsible for scheduling people for alert manning, aircraft and training area requests
- oversaw and monitored expenditures of a \$4 million operations and \$1.5 million aircraft support budget
- Expedited extensive support for 150 people in five separate organizations routinely dispersed on worldwide Air Force missions
- Prepared the organization's training schedule, ensuring currency of related instruction and avoiding conflicts in unrelated activities
- Coordinated disaster assistance operations as well as presenting numerous briefings on Hurricane and Severe Weather Actions.

EDUCATION

B.S., Bachelor's Degree | Multidisciplinary Studies

Liberty University, Lynchburg, VA

2010

A.A. Associate's Degree | Instructor of Technology and Military Sciences

Community College of the A.F, Montgomery, AL

2005

A.A. Associate's Degree | Aviation Resource Management

Community College of the A.F, Montgomery, AL

1996

A.A.S., Associate's Degree | Weather Technology

Community College of the A.F, Montgomery, AL

1995