JESSICA CLAIRE

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Summary

Analytical IT Manager skilled driving efficiency and productivity through development, delivery and support of strategic plans. Dedicated to creating and delivering initiatives to guide organizational navigation of modern technology. Proven history of successfully translating technical requirements into business solutions. Strong proficiency in [Software] with passion for utilizing excellent communication to foster company rapport.

Experience

Director of Information Technology, 03/2006 to Current
Hyatt Hotels Corp. – Herndon, VA

- Developed and implemented short and long-term technology programs to determine performance measurements, outcomes and investment needs.
- Collaborated with and mentored technology staff, promoting synergetic partnerships, credibility and teamwork.
- Analyzed financial data, developed budget and managed expenditures for technology services.
- Anticipated future trends using strategic planning resulting in balancing risk-taking with continuous innovation.
- Designed contingency planning, formal training and employee development plan to increase staff quality performance.
- Facilitated leadership to community and internal staff by conducting technology trainings and workshops.
- Collaborated with [Job title] to create tactical and strategic information systems plans meeting consumer needs.
- Streamlined mobile and cloud-based computing through blend of efficient and effective applications with ongoing reliability testing.
- Assessed consumer needs, increasing program sales by identifying value-added services and products.
- Delivered consistent and quality mentoring, training and onboarding for teams of contractors and staff members.
- Achieved client vision and objectives through effective strategy development and execution in coordination with management teams.
- Supported IT application development, application support, system integration and system administration projects, generating more than $[Amount] annually.
- Reviewed network policies and infrastructure to evaluate sub-optimal areas and develop solutions.
- Oversaw [Type] projects, including requirements analysis, milestone management and stakeholder relations.
- Streamlined established processes by implementing client and employee feedback.
- Improved user-friendliness of [Type] system by providing constant IT support and [Action].
- Connected with customers [Timeframe] to relate system changes and integrate customer feedback into improvement processes.
- Analyzed and evaluated architectural [Type] needs to improve strategies and determine overall costs.
- Streamlined decision support reporting process by tailoring methodologies and meeting compliance requirements through implementation of [Type] initiative.
- Globally managed several satellite IT locations, maintaining secure and operational corporate infrastructure through [Technique] and [Skill].

Senior, 06/2003 to 03/2006
L&T Infotech – New York City, NY

- Performed estimates of work hours and tracked progress using Agile and Scrum methodology.
- Performed root cause analysis of problems, documented faults in tracking system and generated daily reports.
- Planned and created scalable and extensible systems for growing companies with intended expansion tracks.
- Wrote, designed and produced application upgrades and coding corrections.
- Developed technical specifications based on functional requirements.
- Collaborated with process stakeholders to identify and prioritize automation opportunities.
- Debugged and updated existing applications by analyzing reported problems and implementing best solutions.
- Managed [Number] junior developers by delivering consistent coaching and constructive feedback.

Application Developer, 04/1993 to 06/2003
Computer Aid – New York, NY

- Developed software applications in test-driven development (TDD) environment.
- Programmed applications and tools using object-oriented languages with goals of code abstraction, stability and reuse.
- Coded, tested and debugged programs as outlined by technical and functional requirements.
- Mentored newly hired employees, prepared for project tasks, and trained on unfamiliar systems.
- Reviewed project documentation and made important changes to match updates to project scope.
- Leveraged multiple programming languages to develop applications for various platforms.
- Wrote programs using various computer languages to optimize performance for computer applications and software.
- Resolved customer issues by establishing workarounds and solutions to debug and create defect fixes.

Electrical Engineer, 06/1986 to 06/1992
Cleveland-Cliffs Inc. – Mcdonald, TN

- Performed troubleshooting and diagnostic procedures to locate source of malfunctions.

Education and Training

High School Diploma: 06/1981
Huntington High School - Huntington, NY

Bachelor of Science: Electrical, Electronics Engineering Technologies, 05/1986
Rochester Institute - Rochester, NY

Master of Science: Technology Management, 05/1990
SUNY Stony Brook - Stony Brook, NY