JESSICA CLAIRE

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

PROFESSIONAL SUMMARY

Enthusiastic, motivated, goal oriented professional seeking a new career utilizing organizational leadership, time management and attention to detail to foster a team building environment. With a passion for developing leaders, coaching, and mentoring a cohesive team to maintain a positive productive work environment with open communication and creative ideas to benefit the organization.

SKILLS

- Command Post of the Future (CPOF)
- JCR Log and Blue Force Tracking (BFT)
- Microsoft Windows Operating Systems (Server and Client)
- Satellite Transportable Trailer (STT)
- Secure Internet Protocol Router/Non-Secure Internet Protocol Router (SIPR/NIPR) Access Point (SNAP)
- Very Small Aperture Terminal (VSAT)
- *SharePoint Administration*
- *Warfighter Information Network – Tactical (WIN-T)*
- *Knowledge Management*

- *Operations*
- Common Remote Operated Weapon (CROW) T3 certified
- Cisco Router and switches
- Telecommunications
- Technical support and assistance
- Excellent writing skills and ability to communicate effectively.
- Strong team work skills and ability to also work alone.
- Strong communications skills ability to communicate at multiple levels with multiple audiences.
- Ability to develop briefing materials, administrative, and logistics support.

WORK HISTORY

03/2019 to Current   **Information Technology Instructor**
Keiser University – Philadelphia, PA
- Teaching basic level computer troubleshooting and maintenance procedures
- Also instruction simple network concepts and the OSI model
- Ethernet CAT5 cable construction, Subnet and VLSM are also covered in the curriculum
- We push the students with their new knowledge by building and programming an entire network with Cisco routers, switches, and end user devices.
- Meticulously update student grades and performance through Intel-Link Fort Gordon SCDC SharePoint site, Black Board and DTMS. While maintaining local records with Excel scattergrams in accordance with TRADOC 350-5 .
- Responsible for ensuring that all students fully comprehended the taught curriculum and provided support to students who required help to boost confidence and competencies
- Worked closely with the other instructors to ensure all avenues of the curriculum are met and delivered.
- Adopted distinctive teaching methodologies, documented all lessons, organized healthy group discussions.
- Delivered 6 hours per day of instruction in theory and hands on programming labs
- Conduct classroom instruction, prepared daily lesson plans, administered tests, provided feedback on learning achievements.

01/2011 to 10/2017   **Forward Signal Support Noncommissioned Officer**
Leidos – Shaw Air Force Base, SC
- Supported NATO operations working with 11 different countries and keeping clear communication despite harsh climate and abstract tactical components.
- Actively engage senior staff through coordination of meetings and generate continuity through Communication of policy changes, operations, addressing issues and problem solving.
- Create weekly agendas, and conduct scheduled meetings through conference calls and video teleconferencing.
- Supervised staff of 15 Information Technology and Communications personnel and three team leaders.
- Provide end user support receiving work order tickets through Remedy ticketing system.
- System administration, imaging, active directory support, SharePoint, outlook email, file share permissions, cabling and network/system troubleshooting.
- Hardware installation, routers, switches, Voice-Over Internet Protocol (VOIP) phones.

10/2005 to 03/2010   **Information Technology support**
US Army – City, STATE
- Ensure security of data stored on the company shared drive/file server.
- Conduct Bi-weekly assent inventory for all computer, radio, telecommunications and peripheral.
- Remote system administration, active directory and exchange account support.
- Troubleshoot network connectivity issues for all mobile devices and computers.
- Actively verify security clearances, submit and review background checks
- Enforce proper handling of information based on classification and proper storage measures
- Identify and disseminate potential security risks and update security policies., Provide full support to the tactical operations center for all radio and data communications.
- Implement and troubleshoot all devices and recommend lifecycle upgrades.
- Coordinated the daily functions of facility management, training updated Defense Training Management System (DTMS) and current operations
- Interpret policy; implement guidance, review unit readiness reports, and plan future operations.
- Developing a PACE plan to ensure communication redundancy.
- Conduct annual inspections on subordinate units and assess their readiness through Unit Status Reporting and recommend corrective action plans.
- Prepare briefings, Yearly Training Briefs (YTB), and facilitate collective training through Unit Training System (UTS).
- Responsible for supporting Mission Command to Six subordinate units with the following logistical capabilities; Ammunition Supply, Field Maintenance, Water Purification and Communication Management.
- Complete training guidance for the Battalion Commander and develop training plans for the future.
- Installed, configured and validated SharePoint 2010 for upgrade and migration from SP-2007
- Administered SharePoint 2010 Enterprise environments with over 1,000 Intranet and Extranet for NATO users.
- Created new Sites with Unique Permissions, List and Libraries, and included workflows and user groups
- Analyzed and monitored services and performance, and have governed access permission for NATO Intranet and Extranet SharePoint sites.

EDUCATION

2004   **High School Diploma**
Cross Creek High School - Augusta, GA

CERTIFICATIONS

- CompTIA Security+
- CompTIA Network+