JESSICA CLAIRE

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Professional Summary

Highly motivated with an enquiring mind and passion for excellence and innovation for business growth and success. Experience in delivering complex solutions based on hybrid cloud infrastructure, data center technologies and network architecture. In-depth knowledge of IT risk-management and cyber security and compliance. Successfully created, and managed strong system engineering teams with a track record of developing enterprise IT architectures, testing, implementing, and effectively worked with cross-functional teams to implement the design. People leader with extensive experience in setting up career and annual performance goals, coaching, mentoring and challenging to accomplish set goals. Ardent customer advocate.

Skills

- Program Management
- Risk Management
- LAN/WAN
- Virtual Appliance
- DNS, DHCP & NTP
- Azure Cloud
- Network Management & Tools
- Disaster Recovery
- Budget Forecast
- SD-WAN and Meraki
- Disaster Recovery,

- Mentoring
- Exchange
- Negotiations
- Network Management
- Network Architecture
- Networks
- Networking
- Network
- Optimization
- Telephony
- Budget Forecasts

Work History

Director of Information Technology, 02/2018 to 11/2020
Family Health Centers Of Southwest Florida – Fort Myers, FL

- Successfully led IP and cloud architecture team.
- Project including building hybrid cloud networking, implementation of virtual appliance – load balancer, firewalls and DNS.
- Led software defined data center (SDDC) and data center fabric architecture and implemented three- tier and micro-segmentation design.
- Proficient in SD-WAN and NFV network solutions.
- Developed global network strategy and multi-location cloud connectivity plan and led Wide Area Network RFP, working with vendors, establishing requirements, evaluating terms and conditions, vendor selection, establishing service level agreements, conducting negotiations and legal reviews - successfully close the contract with AT&T and Verizon - resulted in yearly saving of $3.65M.
- In-depth knowledge of risk management, including risk identification, risk assessment, risk response, implementing controls and mitigation plan.
- Proficiency in IT governance and PCI-DSS and HIPPA compliance.
- Participated in cross-functional implemented, created and tested disaster recovery and business continuity plans and maintained appropriate back-up system.
- Hands-on experience with working with customers to craft network solutions, led proof of concepts, implementation and develop operational strategy and training.
- Stayed abreast of technology advancements, emerging standards and IS regulations through attending conferences and in participating in brainstorming sessions.
- Directed strategic planning, budgeting and partnership development to fuel growth and optimize profits.
- Stayed abreast of technology advancements, emerging standards and IS regulations through reading material.

Director of National Engineering, 02/2014 to 10/2016
Comcast Corporation – City, STATE

- Experience in working with senior management teams to establishing IT governance and policies to ensure all objectives are achieved and risks are managed appropriately.
- Interacted with cross-functional team and stakeholders to complete different initiatives.
- Managed high-caliber engineering team, mentoring, setting annual goals, providing performance reviews, and conflict resolutions.
- Planned and managed yearly budget of $113M.
- Developed TCO and successfully reduced CAPEX and OPEX.
- Developed effective process to streamline budgeting and execution of yearly plan of record.
- Implementation of major infrastructure deployments and knowledge transfer and building training material.

Director of Sales System Engineering, 09/1998 to 02/2014
Leader Professional Services, Nokia – City, STATE

- Proven leader in leading pre-sales engineering team – working with sales, software development and product teams to craft sales strategy and addressing customers' solutions and critical issues.
- Responsible for hiring, mentoring, and building strong engineering team.
- Successfully, build from a six-member team to a globally diverse thirty-five-member engineering team.
- Managed large ICT solutions and deployment programs, including architecture, design, training customer operation teams.
- Regularly meeting customer's senior-level executives to present solutions, deployment strategies, managing expectations, project status and highlighting potential risks.
- Other Networking Skills.
- Built Large MPLS networks.
- Network analytics & KPI.
- Change Management Process.
- Deployed 4G LTE Networks.
- Routing Protocols – OSPF & BGP.
- Network audit and analysis.
- Infrastructure optimization.
- LAN & WLAN Protocols & Technologies.

Education

Master of Science: Telecommunications –With computer Science
DePaul University - Chicago, IL

Professional Development Courses
Harvard University - Cambridge, MA

Additional Information

- AWARDS , Nokia CEO award for the customer service