

# JESSICA CLAIRE

✉ resumesample@example.com

☎ (555) 432-1000

📍 Montgomery Street, San  
Francisco, CA 94105

## SKILLS

- Business process re-engineering
- Advanced problem solving
- Project planning and development
- New product introductions strategies
- Contract Management
- Performance Evaluations
- Team Bonding
- Staff Management
- Change Control Processes
- Systems Installation, Configuration, and Upgrading
- Technical Support
- Software Development Lifecycle

## EDUCATION

Canton High School  
Canton, TX • 1998  
*High School Diploma*

## PROFESSIONAL SUMMARY

Resourceful Project Manager with 6 years of expertise in organizing business operations, financial oversight and resource management to achieve smooth flow and project operations. Leads procurement of resources including equipment and supplies. Monitors projects by adhering to production schedule and budget, managing production team, identifying problems and providing targeted solutions. Knowledgeable in accounting principles, bookkeeping, budget and financial management.

Results-oriented business development management professional focused on exceeding revenue objectives and driving business growth. Excellent networking and lead development skills.

Attentive Desktop Support Technician with 3 years correcting and preventing system malfunctions to mitigate downtime. Versed in both on-site and remote support provisioning. Excels at rapidly and reliably identifying hardware or software weaknesses for remediation through quick and cost-effective means.

## WORK HISTORY

### 22Nd Century Technologies - Project Management Boise, ID • 05/2009 - 02/2020

- Analyzed projects to determine resource requirements and procured necessary equipment and software.
- Identified innovative and automated approaches to routine tasks, making suggestions that were widely received.
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Enforced alignment of project strategy with business objectives and made modifications to promote efficient project completion.
- Closely collaborated with project members to identify and quickly address problems.
- Diagnosed and repaired computer hardware and network systems.
- Investigated and corrected or escalated project problems.
- Built and utilized reporting systems to keep customers and management in loop with latest information.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Managed and motivated project teams to promote collaboration and keep members on-task and productive.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Developed and initiated projects, including managing costs, schedule and performance.
- Developed implementation methodologies to rein in project costs while meeting key milestones.

### Flatiron Construction Corp. - Business Development Manager San Francisco, CA • 05/2009 - 02/2020

- Coordinated innovative strategies to accomplish objectives and boost long-term profitability.
- Developed and implemented favorable pricing structures balancing firm objectives against customer targets.
- Partnered with business teams and IT personnel to align project goals with business strategy and define project milestones.
- Applied consultative selling techniques to prospect senior management to close business.
- Developed and promoted successful company sales and account management personnel into leadership positions to drive company growth.
- Collaborated with sales and marketing departments to support business objectives and client acquisition.
- Collected data and performed customer needs analysis.
- Created reports and presentations detailing business development activities.
- Reached out to potential customers via telephone, email and in-person inquiries.
- Researched and identified opportunities for account growth, account penetration and market expansion.
- Uncovered and qualified prospects and sales opportunities in targeted markets using external resources.
- Collaborated with company departments to develop new strategies to capitalize on emerging customer and market trends.
- Identified and pursued valuable business opportunities to generate new company revenue and improve bottom line profit.

### Flexera - Desktop Support Specialist Cheshire, CT • 05/2009 - 02/2020

- Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation.
- Collaborated with business partners and internal stakeholders to optimize scheduling of repair and upgrade jobs, minimizing resource availability disruptions.
- Managed end-user accounts and permissions, overseeing correct provisioning of access rights in accordance with security best practices and bank policies.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Configured hardware, devices and software to set up work stations for employees.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.