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# JESSICA CLAIRE

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## EXECUTIVE PROFILE

Over 17 years' experience driving architecture and delivery of large IT solutions for leading financial, manufacturing, and higher educational organizations. Highly organized, passionate, persuasive and articulate, able to achieve results others believed to be impossible. Experienced in team development, service level delivery management, solutions design and delivery management.

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## SKILL HIGHLIGHTS

- Project management
- Business operations organization
- Client account management
- Budgeting expertise
- Service Quality Improvement
- Staff Development
- Vendor Negotiations
- Leadership/communication skills

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## CORE ACCOMPLISHMENTS

### *Project Management:*

- Initiated [project] which resulted in [positive outcome].

### *Operations Management:*

- Managed [operation].
- Handled all functions related to [program].

### *Human Resources:*

- Spearheaded new [program] program which increased retention.

### *Staff Development:*

- Launched well-received program of professional development courses for all staff.
- Mentored and coached employees resulting in a 12% increase in productivity.

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## PROFESSIONAL EXPERIENCE

### **Senior Information Technology Officer**, 10/2011 - Current

#### **Children's National Medical Center** – Rockville, MD

Accountable for [business area] including overall customer satisfaction.

Managed team of [number] of professionals.

Spearheaded [<Project name>], resulting in a [<Number>]% increase in revenue.

Spearheaded greater collaboration with students that resulted in [objective].

### **Architect and Development Manager**, 05/2006 - 09/2011

#### **Apollo Global Management** – Woodland Hills, UT

- Rebuilt a 10 member team that provides solutions and support around two large web environments and an Identity management solution.
- Established a secure robust & up-to-date web environment and associated processes. This resulted in a more than six fold improvement in security footprint, a 50% increase in time to market and an environment for continuous improvement of people, process and technology. Accomplished this on-time (under 2 years) and within budget (\$1.5Million).
- Established a central SharePoint infrastructure and expertise to support the paper reduction, process improvement, data quality improvement and real time collaboration goals of various University departments including finance, grants management, advancement, Simon School, Executive offices etc.
- Implemented part of an Identity Management Solution, including changes to associated business processes and training that resulted in the reduction in the support time from 2 hrs to under a minute, about 80% reduction in support calls and vastly improved data quality.
- Worked closely with clients to identify their needs and challenges and provide completely revamped solutions using emerging technologies. The results are cost and time savings, improved process efficiency, data accuracy and integrity, improved usability, visual appeal and adoption.
- Involved in developing the IT strategic plan for the University of Rochester's communications objective.
- Developed and implemented to multi-million dollar capital and operating budgets.

### **Project Lead**, 05/2004 - 05/2006

#### **Citigroup Student Loan Corporation** – City, STATE

Hired as a consultant, within 6 months became a full time employee and quickly accelerated through the ranks as project lead and solutions architect based on technical and management skills.

- Led the architecture and implementation of a new Lender management website for SLC, Citigroup that was implemented 3 months ahead of schedule with 2 less FTE.
- Led the analysis of finding a suitable web content management system for SLC.

### **Senior Systems Analyst**, 04/1997 - 05/2004

#### **CGI Consulting** – City, STATE

#### **Xerox Corporation, Rochester**, 05/99 to 06/04

- Led the development of a packaging management solution for the Xerox parts supply chain. This resulted in the retirement of a mainframe legacy application, improved productivity and increased data quality and integrity.
- Led the architecture and development of a parts locator system for Xerox's warehouse which resulted in improved efficiency and a 20% drop in return rates. This application was then ported to receive, store and assemble equipments in the three primary distribution centers (Webster, Columbus and Cerritos) where there was a similar reduction in TCO.

### **Various Clients, Bangalore**, 06/97 to 05/99

Worked with manufacturing and financial sector clients to develop and implement solutions in Mainframe, Microsoft (Visual Basic, C++), Java and various database technologies.

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## EDUCATION

### **MBA**: 2010

#### **Simon School of Business** - Rochester, NY

Graduated with membership to Beta Gamma Sigma

### **B.E**: Electrical and Electronics, 1995

#### **College of Engineering** - Chennai, Tamil Nadu