

Jessica Claire

100 Montgomery St. 10th Floor (555) 432-1000 resumesample@example.com

SUMMARY Seasoned IT professional with exceptional leadership and project management skills. Well-organized, systematic and diplomatic in building consensus and spearheading teams. Specialize in Team Building, planning and implementation.

- SKILLS**
- Team Collaboration
 - Documentation Management
 - Teamwork and Collaboration
 - Project Coordination
 - Agile Work Processes
 - Security Improvements
 - Good Work Ethic
 - Reliable & Trustworthy
 - Critical Thinking
 - Customer Service
 - Active Listening
 - Training & Development
 - Conflict Resolution
 - Team Management
 - Team Building
 - Supervision & Leadership
 - Planning & Organizing
 - Problem-Solving

EXPERIENCE **INFORMATION TECHNOLOGY MANAGER** 10/2022 to CURRENT

Peraton | Linthicum Heights, MD

- Maintained knowledge of advances in information technology systems and applications.
- Met with stakeholders to collaborate and resolve problems.
- Provided company users with tech support for IT problems and account maintenance.
- Evaluated organization's technology to recommend upgrades for hardware and software.
- Installed and supported hardware and software for desktops, servers and printers.
- Worked closely with end users to solve problems related to hardware and software.
- Trained employees on additional job positions to maintain coverage of roles.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Recruited and hired qualified candidates to fill open positions.
- Led team meetings and one-on-one coaching sessions to continuously improve performance.
- Communicated company directives and programs to associates and ensured all follow-up items were completed accurately and timely.
- Leveraged leadership skills to identify deficiencies and opportunities to improve policies, procedures and controls.
- Minimized staff turnover through appropriate selection, orientation and training.
- Monitored staff performance and addressed issues.
- Enhanced team member performance through use of strategic and tactical approaches, motivational coaching and training.
- Exercised good judgment and decision-making in escalating concerns and resolving issues.
- Entered time and attendance logs in preparation for payroll.
- Enforced customer service standards and resolved customer problems to uphold quality service.
- Led a team of 40+ employees

DESKTOP ENGINEERING SUPERVISOR

06/2015 to 10/2017

Nelson Mullins Riley | Columbia, SC

- Supervised and motivated engineering team members to surpass timeline and quality targets.
- Maintained high standard of work quality by monitoring team performance and proactively correcting identified deficiencies.
- Coordinated projects at different stages with simultaneous deadlines and fast-paced schedules.
- Worked effectively with stakeholders to address and resolve issues with desktop engineering work.
- Met with users, vendors and technicians to determine computing requirements.
- Developed data security and disaster recovery procedures.
- Provided company users with tech support for IT problems and account maintenance.
- Maintained knowledge of advances in information technology systems and applications.
- Met with stakeholders to collaborate and resolve problems.
- Recruited, trained and supervised IT department staff.
- Procured IT resources for strategic and operational computing requirements.
- Trained employees on additional job positions to maintain coverage of roles.
- Recruited and hired qualified candidates to fill open positions.
- Monitored staff performance and addressed issues.
- Led team meetings and one-on-one coaching sessions to continuously improve performance.
- Minimized staff turnover through appropriate selection, orientation and training.
- Exercised good judgment and decision-making in escalating concerns and resolving issues.
- Lead a team of 8 employees.

DESKTOP ENGINEER

01/2015 to 06/2015

Department Of Technology And Information | City, STATE

- Oversaw daily performance of computer use and maintenance.
- Troubleshoot desktop and notebook issues with clients and Agency employees.
- Performed maintenance on 5000 desktop computers.
- Assisted end users with diagnostics to resolve issues.
- Provided software support and general technical solutions for operational, database and security requirements in applications.
- Resolved service requests by individually troubleshooting and addressing user issues.
- Evaluated software testing, deployment and updates to maintain compliance with organizational mandates.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Provided senior technical support to both in-house staff and user departments for network applications.

EDUCATION AND TRAINING **High School Diploma** 06/2019

Lake Forrest High School, Felton, DE

Information Technology

Delaware Technical Community College, Dover, DE

ACCOMPLISHMENTS

- Highly skilled at building high performing teams.
- Led teams with multiple employees and teams of the year while at Department of Technology.
- Recognized for outstanding work by the Governor multiple times.
- Led team to achieve Team of the Year, earning recognition from upper management and financial reward.
- Promoted from Desktop Engineer to Desktop Engineering Supervisor, in less than 12-months.

CERTIFICATIONS

- MD-100 Certified by Microsoft Training - 2019
- Completed Leadership Essentials Training - 2021
- Dell Certified Systems Expert (DCSE) - 2019