JESSICA CLAIRE

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SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

SKILLS

- 5+ years of relevant experience
- Ma experience
- Windows and/or Active Directory
- Active Directory, Operating system
- Antivirus, Organizational Skills
- Army, Policies
- Backup, Presenting
- Cabling, Printers
- Interpersonal skills, Problem-solving skills
- Hardware, Procurement
- Computer hardware, Progress
- Computer networks, Quick
- Concept, Repairs
- Clients, Research
- Customer service, Routers
- Customer support, Scheduling
- Diagnosis, Servers
- Direction, Scripts
- Documentation, Shipping
- Email, Software development
- Senior management, Specification
- File servers, Switches
- Hub, System architecture
- Imaging, TCP/IP
- Information systems, Technical support
- Information technology, User documentation
- Inventory management, Telephone
- Laptops, Time management
- Ma, Troubleshoot
- Managing, Troubleshooting
- Meetings, Upgrades
- Access, Upgrade
- Mail, Video
- Windows, Web sites
- Multimedia, Workflow
- Enterprise
- Network architecture
- Network security
- Networks
- Network

EXPERIENCE

02/2018 to Current — **Senior Information Technology Specialist**
City Of Clovis – Clovis, CA

- Direct and supervise all support resources for the performance of project assignments and activities
- Manage technical direction project through the design, implementation, and testing in accordance with project objectives
- Manage a team of technicians that operate, maintain, and administer computer networks and related computing environments including computer hardware, software, and related documentation in accordance with IT best practices
- Interface with customer, technical staff, team members, and management to identify issues, negotiate changes, meet deadlines, and provide strong customer service both orally and in writing, as appropriate
- Track and support periodic hardware and software upgrades
- Work closely with support partners to promptly resolve incidents
- Manage ticket-workflow through multiple Department of Defense organizations in support of G2 Army users
- Attend onsite/offsite meetings to include teleconferences (travel may be required)
- Draft and maintain site documents to include Standard Operating Procedures and Concept of Operations
- Generate daily status reports for customers involving project updates, infrastructure metrics, and ticketing trends
- Generate weekly status reports to the Program Manager to include risk identification/mitigation, project updates, and ticket trends
- Collaborated with vendors to locate replacement components and resolve advanced problems
- Brokedown and evaluated user problems, using test scripts, personal expertise, and probing questions
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Analyzed application user issues to identify troubleshooting methods needed for quick remediation
- Configured hardware, devices, and software to set up workstations for employees
- Patched software and installed new versions to eliminate security problems and protect data
- Removed malware, ransomware, and other threats from laptops and desktop systems
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.

01/2011 to 06/2017 — **Help Desk Support Specialist**
Aetna Inc. – Kansas City, KS

- Provide Technical support to customers who need advice assistance, and training in applying hardware and software systems
- Perform set-up, configuration, installation imaging, and testing new or upgraded IT hardware/ software, PCs/ laptops, printers, networks devices, switches, servers, routers hub, and connectivity Apply any needed patches and security policies, perform maintenance and repairs on computer hardware including backup, recovery and equipment cleaning
- Support users, email clients and services, print/file servers, network connectivity, cabling remote access, user permissions, file backup, operating system upgrades, and moves/adds/changes
- Research, evaluate and provide feedback on problematic trends and patterns in customer support requirements
- Troubleshoot and correct miscellaneous IT Operations Issues
- Conduct technical requirements identify/collection, deploy IT equipment through the established inventory management process
- Provide support for NTIS' information technology Infrastructure and work on IT Operations Infrastructure projects either independently or in conjunction with other IT personal
- Present options for solutions to satisfy technical requirements, identify, apply, and advise the NTIS projects team on industry standards and concepts
- Document technical activities in requirements, design, and implementation specifications, user documentation, and other specification
- Provide telephone, drop in and ticket-based (OnTime) support for employees needing help with technical issues on-site and remotely
- Support the SSA contact to set up the workstation and configuration of all the SSA machines and shipping systems and support t the SSA user software.

06/2007 to 01/2011 — **Information Assurance Specialist /Multimedia Specialist**
Army Management Staff College – City, STATE

- The point of contact for all aspects of Information Assurance, computer network defense, network security, video teleconferencing, multimedia processing, and data networks within Army Management Staff College multimillion-dollar IT enterprise
- Provides technical research, design, installation, configuration, and integration of the latest commercial technology with existing communications infrastructures
- Manages technical security antivirus software patches, conducts vulnerabilities scans, and electronic system-wide pushes of new technologies implemented across the Army IT Enterprise
- Develops technical solutions ensuring coordination with site technicians, recommending equipment procurement, scheduling and presenting updates to senior management
- Responsible for identifying and supporting IA certification, accreditation and security issues
- Provides recommendations for an upgrade to the current infrastructure to include guidance, support, and technical expertise to the unit on the security of networks
- Manages and coordinates the implementation of information processing standards as they relate to system security/ IA
- Manages and coordinates guidance on hardware/software required to bring systems/networks into regulatory compliance
- Provides technical expertise on security aspects of network accreditation packages for the network
- Tracks circuit installations and network upgrades throughout AMSC and ensures new connections are documented on Tenant Security Plans and Interim Approvals to Operate (IATOs)
- Maintains extensive, up-to-date knowledge of the community data network architecture
- Ensures System Administrators receive Information Assurance Vulnerability Alert (IAVA) alerts and tracks progress towards their application
- Responsible to ensure that network resources, including web sites and community mail sites, are secured and updated
- Coordinates the information assurance/information systems security training requirements for network devices

EDUCATION AND TRAINING

09/1990 — **Associate of Science Information: Technology**
Northern Virginia Community College - Annandale, VA

06/1990 — **High School Diploma**
Cardoza High School District Of Columbia