JESSICA CLAIRE

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Experience

Information Technology Supervisor, 07/2015 to Current
Cypress Energy – Oh, OH, Bahrain

- Communicated with IT Manager to maximize development efficiencies and resolve technology issues.
- Responsible for Veeam Endpoint Backup & Replication, Firewalls Setup, Windows Servers & Mac platforms, Networking, MS Nav 2016 Micros POS, Foodics, Opera PMS, Asset Inventory, MS Office Adobe suits, Avaya PBX, Eset Endpoint Security AV.
- Regular Database backup and maintenance for RP MS Nav, Harms (Spa, Salon Software), Fidelio MC, Opera and Micros 3700, Simphony.
- 24x7 POS onsite support for Oracle micros 3700, Simphony 2.7 MR6, & Foodics support and including WS configuration and menu item setup.
- User's Administration (Setup and migrating operating systems and join users on Domain (Windows Server 2008, 2012).
- Veeam Endpoint security Backup & replication with Tape Library maintenance.
- Opera PMS Ver.4.0, 5.0 complete client setup and maintenance.
- Fidelio Materials Control client installation and support.
- Support for Cloud end user backup and maintenance.
- Firewall configuration and VPN management (Cyberoam & Sophos devices) including WiFi routers setup.
- Avaya PBX voicemail box, Softex backup & maintenance.
- Support for Suprema Biolite, ESSL Biometric devices with Sql db backup.
- Strong experience in MS Word, Excel & PowerPoint applications.
- Regularly monitoring 41 locations (including abroad) of CCTV DVR's (Hikvision, Dahua, Alston, CP Plus) and maintain camera and physical security systems.
- Assists on IT financial planning, including the purchase of new equipment and software when needed.
- Also, managing cloud base IT Asset inventory management system.
- Talking to staff or clients through a series of actions either face to face or over the telephone to help set up systems or resolves issues.
- Ensure all workstations and servers are regularly patched with O/S updates throughout the company including branches.
- Establishes working relationships with others in the department, collaborating on new technology needs or expanded uses for existing technologies to increase functionality or efficiency.
- Closely collaborated with project members to identified and quickly address problems.
- Coordinated ongoing technical training and personal development classes for staff members.
- Wrote policy, procedure and manuals governing internal IT use.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.

Information Technology Coordinator, 07/2013 to 07/2015
City Of Cincinnati, Oh – Cincinnati, OH

- Installation and upgrading Office applications and maintenance.
- Microsoft Outlook database management and setup.
- Install and Administrating File and Print Servers also configuring shared files and folders.
- Setup Eset Endpoint security onto the desktops and configure real time Antivirus protection and restricted user access on network and applications.
- Support Network MFP printers & standalone printers, Fax machines, UPS, Projector and.
- Resolved hardware failures by troubleshooting hard drives, diagnosing memory issues and checking power supply.
- Oracle VM, VMware Virtual Machines management and VPN Configuration site to site.
- Office 2007, 2010 support and maintenance.
- MS Outlook database and troubleshooting.
- Providing Routers configures as different modes and implementing on business networks.
- Terminates network and Telephone points on Emergency basis.
- Travels onsite and abroad as directed by the IT Manager.
- Maintains IT Dept.'s filling system, eg.
- Purchasing files (LPO/ Receipts) for audit purpose.
- 24x7 Onsite and remote support on Oracle micros systems.
- Liaise with IT hardware and software suppliers regarding purchases.
- IT Asset inventory management.

Lab Technician, 09/2010 to 07/2013
The Luxottica Group – Fairview Heights, IL

- Ubuntu Linux 10.4 LTS Installation and maintenance.
- Project Development such as multimedia Presentation system.
- Works with MS Word,Excel, Adobe Premier, Photoshop, PageMaker, Illustrator and FCP.
- Network file sharing, Printers installation and Troubleshooting.
- Onsite maintenance for Software and Hardware issues.
- Installation and repair of PC hardware and Windows deployment.
- Provided day-to-day hardware or software technical support.
- Manage and Administer Scheduled Backup to NAS & External disk).
- Virtual Learning Environment support to students.
- Worked with Windows 7 and Ubuntu Education Linux to maintain proficiency at teachable level.

Computer Technical Support, 06/2009 to 09/2010
ICM Infotech – City, STATE

- Configured hardware, devices and software to set up work stations for employees.
- Responsibilities.
- Windows/ Linux based PC troubleshooting at Banking field.
- Windows 98, NT, XP Installation and maintenance.
- Tally 7.2Ver.
- Client Installation and Maintenance.
- Office, Outlook Maintenance and Installation of networks.
- Onsite support.
- Network structuring, Sharing and Printer installation Support (Dot-matrix, LJ and Inkjet).
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.

Education

Computer Word Processing English 1st Grade: Computer , 09/2012
Board Of Technical Examinations, Govt. Of Kerala - Kerala, India

Certificate in Computer Hardware Maintenance.: Certificate in Computer Hardware Maintenance., 07/2006
ICM InfoTech - Kottayam, Kerala, India

Typewriting English And Computer Word Processing 2nd Grade: 08/2010
Board Of Technical Examinations - Kottayam, Kerala, India

Diploma: Computer Hardware Maintenance, 04/2009
Model Polytechnic College - Mattakkara, Kottayam, Kerala, India

Computer Hardware Maintenance: Computer Hardware Maintenance, 04/2006
ICM InfoTech - Kottayam, Kerala, India.

Bachelor of Arts: English, 04/2005
Sree Sankaracharya University Of Sanskrit - Kalady, Kerala, India

Summary

A dedicated, result oriented IT Professional with more than 10 years of experience of achieving ambitious goals in challenging IT environment. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs. Successful at motivating teams to meet demanding timelines. Highly motivated tech-support professional skilled in troubleshooting, analyzing and resolving complex technical problems and utilizing advanced resolution procedures.

Highlights

- Windows Servers, Active Directory, Antivirus, Backup & Replication
- Micros & Foodics POS Support
- Database management, Windows & Mac Operating systems
- Computer Hardware & Networking.
- Asset tracking and inventory
- Documentation and reporting
- Team management
- Supervision

Additional Information

- OTHER TECHNICAL SKILLS: , Clean Bahrain driving license.

Certifications

- Windows Server 2012: Install, Configure, and Administer Active Directory (Issued by Linkedin)
- Learning Linux Command Line (Issued by LinkedIn)
- First Aid Training (Issued by JB International Training, Bahrain)