

JESSICA CLAIRE

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Executive Summary

Results-focused Information Technology management professional offering Twenty-Two years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to both financial and operational success. Accomplished Manager with extensive experience in front-of-house and back-of-house operations. Proven ability to cut costs and decrease staff turnover. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth by challenging others beyond just doing the work, but, to bring creativity, ownership and pride in the work we do.

Core Qualifications

- Operations management
- Staff development
- Change management
- Cross-functional team management
- Supervision and training
- Sound judgment
- Computer-savvy
- Calm under pressure
- Complex problem solving

Professional Experience

Senior Information Technology Manager, 2000 to 2016

Marriott International – Fall River, MA

- Program Manager that drove and finalized a major project initiative consisting of migrating 13,000 Exchange On-Premise mail users/accounts to cloud based services (Office 365) Program Manager responsible for implementation and management of systems that allow Asset/Lease Reporting, Enterprise Backup, Patch Management and Application Distribution to over 10,000 PC's globally utilizing cloud based solutions.
- IT Lead role and stakeholder in reducing our global Data Center Footprint from Twenty-Three to Two Data Centers in North America and One Communications Hub in each global Region Long term expertise in Deployment and Management of Microsoft Products globally, including, Server, Desktop, Office 365, (Mail, Skype, Active Directory and Federated Services) SQL and System Center Management/Deployment products.
- Well versed in Disaster Recovery utilizing multiple Data Centers and Storage Arrays.

Managed team of [number] of professionals. Reduced and controlled expenses by [actions]. Defined strategy and business plan for [business area]. Directed strategic initiatives to achieve [organizational objective].

Senior Information Systems Professional, 01/1996 to 01/1999

Saab Group – Lillington, NC

- Developed long and short-term technology Server and Storage plans, formulated policies and procedures, and provided technology presentations to diverse groups of internal customers.
- Worked closely with Washington State Agencies in regards to sharing healthcare data and trusted networks Supervised team of technicians in deployment and support of network and technology infrastructure.
- Significant design and execution of Directory based services, related servers and business systems Designed and monitored server and storage systems, implemented fault tolerance and redundancy.

Network Support Engineer, 01/1995 to 01/1996

Interactive Brokers Llc – Greenwich, CT

- Provided support for NT, Netware, Macintosh, Cisco, 3Com, and Bay networks.
- Clients included mid-size to large Enterprise Seattle-area corporations.
- Installations, upgrades, repairs, configuration, and troubleshooting on multiple platforms and infrastructures.
- Oversaw network systems, and implemented firewall and other network security functions.

Senior Technician, 01/1993 to 01/1995

Rockwell Automation, Inc. – Huntsville

- End of the line hardware and software support.
- Responsible for troubleshooting, identifying, and resolving end user hardware and application issues.
- Trained and provided technical direction to junior technicians.

Education

Bachelor of Science: Industrial Technology

East Carolina University - Greenville, NC

Industrial TechnologyCoursework in [Course Name]

Associate of Arts: Business

University of Phoenix/WIU

BusinessCoursework in Business Administration and Finance[Number] GPA

Certifications

Microsoft Certified Professional/Administrator CompTIA A+, Network+, Security + Novell Netware Engineer Citrix Administrator Red hat Administrator CMA (Certified Management Accountant) conferred by Institute of Management Accountants (IMA)

Affiliations

VMware Users group

EMC Users group

Association of Information Technology Professionals

Leadership Development Program

Skills

3Com, A+, Active Directory, Backup, Bay networks, business systems, Cisco, Citrix, hardware, network systems, Clients, direction, Disaster Recovery, Engineer, firewall, Hub, Macintosh, Microsoft Products, Microsoft Certified Professional, Exchange, Mail, Office, NT, Enterprise, network security, Network, networks, Netware, Novell Netware, PC's, policies, presentations, Red hat, repairs,

Reporting, servers, SQL, software support, troubleshooting, upgrades