

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 • (555) 432-1000 • resumesample@example.com

## Professional Summary

- Motivated, results-oriented X professional with nearly X years of experience training high-performance teams, building meaningful client relationships, and driving innovative business strategies to enhance customer experience & organizational growth
- Excellent communication and interpersonal skills demonstrated through strong rapport building with clients, coworkers, and management
- Highly skilled in X, Y, and Z Innovation-driven IT executive with diverse experience in leading teams in system, infrastructure, and network advancements. Proven expertise in translating business requirements for teams to understand, build, and deliver innovative solutions for data, testing, and system deployment. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Accomplished in building and strengthening relationships across functions to drive cohesive, strategic operations. Track record of success in combining development planning, knowledge of the latest technology, and system integration expertise to create engaging educational training programs.

## Skills

- Taken from resume body: Security Oversight: Disaster Recovery: Installation, Migration & Testing: Change Integration: Risk Mitigation: Team Leadership: Change Integration: Service Strategy: Enterprise Migration: M&A Optimization: Mobile Workforce: InfoSec Strategy: Learning & Development: Policy Creation:
- Team Creation & Growth
- KPI Analysis
- Cross Functional work
- Training Teams
- Program Planning
- Risk Mitigation
- Budget Allocation
- Vendor Management
- Support Delivery
- ITIL Life Cycles
- Process Improvement
- Business Strategy
- Project Management
- Quality Assurance
- Data Analysis
- Operations Management
- Project Management
- Social Media Marketing
- Consulting
- Organizational Management
- People Management
- Website Analytics
- Effectively support coordination/execution of 150+ technology cross functional projects annually by implementing ITIL service management concepts and lean methodologies (Scrum, Kanban, Agile).
- Successfully led the technology integration of 12 M&A firms within a one-year period at Mercer Advisors
- Optimized a \$6M annual budget and reduced core connectivity costs 69% while increasing redundancy by negotiating/renegotiating with vendors favorable contract terms to maximize profit and cut costs at Ibotta.
- Active Directory, Direction, Team lead, Network, Strategy
- Agile, Disaster Recovery, People Management, Operations Management, Strategist
- Application development, DNS, Managing, Optimization, Technical training
- Approach, Financial, Market, Organizing, Vendor Management
- Architect, Functional, Marketing, Organizational, Website
- Budget, Information security, Consulting, Policies, WAN
- Business Strategy, Information Systems, Access, Processes, Workflow
- Hardware, Inventory management, Microsoft Exchange, Process Improvement
- Consulting, Investments, Office, Profit
- Clients, ISO, Windows, Program Planning
- Data Analysis, ITIL, Migration, Project Management
- Databases, LAN, Negotiating, Quality Assurance
- Delivery, Leadership, Enterprise, Scrum
- Directing, Team Leadership, Network security, Servers

## Work History

### Head of Information Security / Director of Technology, 01/2018 to Current

Carolina Handling – Greensboro, NC

- Responsible for establishing information security strategy and direction, spanning the architecture, design, and implementation to protect operations, assets, and information.
- Oversee and coordinate all information security efforts across the entire enterprise, accountable and responsible for enterprise wide results.
- Responsible for directing and implementing corporate technology initiatives that support the strategy and goals of the corporation including systems and infrastructure for multiple locations, applications analysis and enterprise application development and administration.
- Identified need for information security program, stepped in as architect and team lead an enterprise-class hybrid framework for cybersecurity within a 6 month turnaround time.
- Created and implemented a detailed security program that included comprehensive NIST and ISO InfoSec policies, a business continuity plan, as well as implemented the corresponding technical controls, resulting in the company passing a SEC Cyber sweep with no deficiency letter.
- Positioned Mercer to be able to move all 430 employees from 47 office branches to a work from home model within 1 day notice, by quickly creating and executing an overhaul of the company technology stack.
- Rolled out the transition to work from home model during COVID-19 resulted in executive action to eliminate several offices, resulting in less overhead.
- Led the implementation of sophisticated technical controls to prevent unauthorized access to enterprise resources.
- Rolled out a companywide cyber security training program utilizing Knowbe4, drastically reducing the effectiveness of Phishing attacks.
- Developed scalable processes to build cyber security into business functions and sets strategy for long-term investments.
- Created a new M&A onboarding process to accelerate the speed of completion to integrate acquired firms in Mercer's infrastructure.
- The enhancements reduced the Technology onboarding from 4-6 months to less than 2 months per firm.
- Directed a successful Salesforce migration of over 10,000 clients from Classic to Lightning Financial Service Cloud.
- Developed, tracked and controlled information technology operating budgets and cost and benefit analyses for IT spending initiatives.
- Developed and maintained service level agreements for strategic applications and measured performance against objectives.

### Information Technology Director, 01/2016 to 01/2018

Aaa Auto Club – Bettendorf, IA

- Managed the scope of IT projects by planning, organizing and directing the acquisition, development, maintenance, and support projects within a \$6M budget.
- Led a team of 7 staff (managers, applications specialists, and service desk analysts) in supporting applications, migration, development, testing, and integration operations for systems used by 500 users in an SaaS/OSX/Windows/Checkpoint environment.
- Utilized expertise in testing, deployment, administration, and security by acting as a strategist and visionary for IT solutions that were high performing and efficient.
- Direct information security program and NIST-53 controls.
- Created a Steering Committee that enabled business partners to influence and build consensus on technical decisions and prioritize initiatives.
- Created new policies and procedures that increased end-user satisfaction.
- Rolled out new software, systems, and storage solutions while ensuring minimal downtime in operations.
- Orchestrated complex system deployments using tools to improve network connectivity speed and reliability throughout the organization's LAN/WAN/internet/intranet infrastructure.
- Leveraged strong technical abilities and familiarity in the latest technologies to recommend cost effective and efficient IT system structure design enhancements for deployment.
- Managed complex systems, software, applications, storage, and security ICT projects by leading the team in following the path of action items for on-time delivery while providing life cycle support.
- Analyzed department and job-related functionality requirements to align technology priorities with business needs.
- Developed, tracked and controlled information technology operating budgets and cost and benefit analyses for IT spending initiatives.

### Senior IT Consultant, 01/2014 to 01/2016

Institute On Aging – Inland Empire, CA

- Provided IT consulting services to mid-market companies, determining technology needs and developing processes, procedures, and best practices to support business goals.
- Facilitated gap analysis and security sweeps to identify and mitigate potential risks or security breaches.
- Acted as a technical resource, providing IT solutions, right-fit infrastructure, vendor/inventory management, and management of assets.
- Circumvented risk with management of network security using a bottom-up approach for testing, detection, assessment, and control of security/permissions.
- Coordinated and delivered technical training to employees to ensure overall usability and functionality for enterprise applications and systems.
- Streamlined [Type] process for entire department by implementing method that cut call hold times by [Number] minutes.
- Identified business issues through careful collaboration with key stakeholders.
- Troubleshoot issues by understanding issue, diagnosing root cause and coming up with effective solutions.
- Closely monitored and updated company systems for efficiency, output and other factors to improve overall productivity [Number] %.

### Director of Technology, 01/2008 to 01/2014

Zetta Pros – City, STATE

- Achieved initiatives in managing IT processes, programs, and systems by leading a team of 8 in overseeing all IT and back-end operations for Global 500 clients such as Universal Music Group, Cannon and the LA Clippers within a 24/7 support environment.
- Incorporated emerging technologies to attain business goals.
- Drove project management for numerous large-scale projects, including workflow development, approvals, and milestone management.
- Successfully integrated networked, stand-alone computing, and associated hardware/software; oversaw server refreshes of test environments for application, web, and process scheduler.
- Safeguarded organizations by administering/managing MS Server-based solutions, including Windows Servers and Microsoft Exchange, applying patches, facilitating backups, and updating all systems.
- Acted as focal point for information and computer security matters, monitoring virus reports, safeguarding information, controlling access, and managing data across systems, Active Directory and DNS.

## Education

Institution, City, State Month & Year Completed ITIL Fundamentals Institution, City, State Month & Year Completed ITIL Practitioner Institution, City, State Month & Year Completed Certified Information Systems Security Professional (CISSP)

Institution, City, State Month & Year Completed Certified Scrum Master Institution, City, State Month & Year Completed People First Leadership Program

## Accomplishments

- It's a repository where every possible detail about your career lives.
- It's for your eyes only! Once completed, a Master Resume can reduce the time it takes you to apply to positions by half, because it can easily be edited and streamlined from opportunity to opportunity.
- You will no longer have to reinvent the wheel as you apply for roles.
- Please note: Your Master Resume is not a finished document-it must be trimmed and edited BEFORE you begin applying to positions.
- How Will We Create It.
- First: I've started by placing your existing content into a modern format that is recognized and well-received by the applicant tracking systems (ATS) used by companies and recruiters.
- Next: Please address the items and questions you'll see in yellow on the pages to follow.
- This is the all-important "data dump" described during your consultation! Then: Once you've provided information and clarification related to these items, I'll create new content for your Master Resume, remove our notes and thoughts, edit it for both grammar and aesthetics, and submit it for your approval.
- What Happens After That?

## Additional Information

### HONORS & AWARDS

Ron Sharon