JESSICA CLAIRE

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Summary

Experience Help Desk Technician with talent for hardwares and Software. Strong knowledge of computer peripherals. Communicative and team-oriented with proficiency in server, hardware, and software maintenance. Proven history of fostering self-motivation to meet team, individual and management objectives.

Skills

- Computer Skills
- Maintenance & Repair
- Problem Resolution
- IT Maintenance Master
- Tutoring and Mentoring
- People Skills
- Microsoft Office

- Critical Thinking
- Friendly, Positive Attitude
- Active Listening
- Reliable and Trustworthy
- Team Building
- Training & Development

Experience

Assistant Professor of Computer Science, 09/2015 to 08/2020
Bethune-Cookman University – Daytona Beach, FL

- Created tests and assignments to assess student knowledge of presented coursework and lecture materials.
- Facilitated computer lab sessions, supervising such tasks as penetration testing, coding and script creation.
- Developed lectures addressing variety of computer science topics to engage and educate students.
- Planned and led lessons on basic computer skills, keyboard techniques and internet use.
- Conducted student assessments to measure progress and growth.
- Taught internet safety tips and online etiquette.
- Participated in on-campus activities to support students outside of classroom.
- Taught hardware development and software programming courses, using case studies to give students real-world scenario experience.
- Built and expanded knowledge of IT trends by attending professional workshops, seminars and conferences.
- Monitored student progress through frequent assessments of various computer tasks.
- Provided instruction on professional technology use and web etiquette.
- Maintained computer lab of 75 computers and 1 server performed computer repairs.
- Trained students on hardware repair and installed software used
- Developed new technology competencies by attending continuing education courses.

Network Technician, 01/2020 to 06/2020
Kansas City, Kansas Public Schools – Kansas City, KS

- Analyzed network issues, developing fixes and troubleshooting problems to maintain organizational effectiveness.
- Troubleshot problems related to network infrastructure and performance.
- Installed and managed connected hardware and application components to assure nonstop environment operations.
- Verified proper working order of hardware and peripherals.

Desktop Support Technician, 03/2010 to 08/2016
Lulus – Los Angeles, CA

- Resolved service requests by individually troubleshooting and addressing user issues.
- Oversaw hardware, software and networking component monitoring, testing and installation to assist maintenance and migration.
- Lent technical support, consulting and implementation services to maintain system performance thresholds.
- Performed daily maintenance of computer systems to keep network processes fluid.
- Prioritized and fielded IT ticket requests, providing technical support, troubleshooting and issue resolution to maintain system performance levels.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Applied internal policies and procedures to new desktop system onboarding processes, installing required software and peripherals per guidelines.
- Oversaw daily performance of computer use and maintenance.
- Explained technology-related details in easy-to-understand terms to individuals from different backgrounds and in various job positions.
- Assisted end users with diagnostics to resolve issues.
- Tracked hardware assets, ordering equipment to maintain accessible inventory.
- Troubleshot desktop and notebook issues with clients and employees.
- Configured new employee work stations consisting of hardware, software and peripheral devices.
- Disassembled computer systems to troubleshoot and resolve hardware issues.
- Completed proof-of-concept thin-client web framework for enterprise intelligence applications with web developer under extreme deadline.
- Conducted routine maintenance on servers and systems, keeping networks fully operational during peak periods.

Help Desk Support Specialist, 05/2000 to 12/2008
Belmont Village – Aliso Viejo, CA

- Supported customers with password resets and account customization.
- Resolved Level 1 technical issues with software, hardware and peripherals.
- Fielded help desk customer questions and fulfilled requests.
- Documented issues in bug tracking system for reporting.
- Upgraded laptops/desktops, improving speed and performance.
- Supported employees with advanced troubleshooting on helpdesk tickets.
- Assisted in technical support process refinement to improve customer service and support.
- Organized repair and replacement of PC components and systems.
- Maintained inventory of IT supplies by checking and documenting levels regularly.
- Collected, analyzed and reported on data for use in operational planning.

Education and Training

Associate of Science: Computer Installation And Repair Technology, 02/1999
Ghana Institute of Technologies - Accra, Ghana

Accomplishments

- Consistently maintained high customer satisfaction ratings.
- Recognized as Employee of the month from April 2018 and June 2018 for outstanding performance and team contributions.
- Improved customers request by prioritizing request realizing overall increase in customer satisfaction and cost efficiency