

# Jessica Claire

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## Professional Summary

SENIOR TECHNOLOGY EXECUTIVE Dynamic, results-oriented Professional with 29 years of experience in Information Technology. Proven ability to translate business needs into technology requirements that support the company’s business objectives. Other qualifications include: Successful management of all phases of IT projects from needs analysis and requirements definition to vendor selection, implementation, development and training. Self-motivated, proactive leader with superb technical acumen and the ability to thrive within fast-paced environments. Motivated achiever who guides organizations in applying technology to business settings, provides added value, and creates project deliverables in a timely manner. Diverse background in systems analysis and integration, program design and development, platform migration, and hardware implementation. Insightful Information Technology Manager with 19 years of IT leadership experience including oversight of infrastructure, application support and security services. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations. Highly adept in request for proposal development, technology needs assessments and staff training.

## Skills

- Agile framework
- Project lifecycle management
- Security planning
- Risk mitigation planning
- Budget administration
- Waterfall methodology

## Work History

- 01/2009 to Current

Information Technology Manager

Nisqually Indian Tribe – Olympia, WA

  - Manage budget for all resource in IT to include staffing, infrastructure planning for all hardware both server and desktop, software planning as well as licensing and maintenance renewal
  - Wrote business plan that included budget, business development, and training program for internal development and infrastructure including Youth Detention Facility
  - Rollout Mobile Dispatch Terminals for Officer field tracking
  - Set strategic direction of IT, and design system architecture,
  - Secure projects buy-in from stakeholders and senior management
  - Implemented Business Intelligence system for field operational decision making
  - Created and implemented coding standard that reduced deployment errors and ongoing support costs
  - Implemented hybrid cloud automation to extend and augment development team technologies reduced time to market by 20%
  - Developed Service Level Agreements while maintaining user expectation
  - Directly responsible for interviewing, hiring, coaching, and developing employees to include planning, assigning, and directing work
  - Ensure disaster planning and recovery solutions are testing and viable.

01/2005 to 01/2009

Application Development Supervisor, Information Technology Manager

Albany Charter School Network – Oakland, CA

- Defined requirements and direct full lifecycle development of core business processes for in-house systems
- Oversee work of System Analyst, Technical Writers, and application developers, Network Engineers and Administrators, Help Desk
- Supervised system development, deployment, and operations
- Define and implement infrastructure changes for all internal and outsourced projects within approved budgets
- Coordinated facility move of internal personnel and server equipment
- Ensured milestones, deadlines, budgeting, and management expectations were achieved
- Served as liaison between management staff and internal technician and consultants
- Designed and managed Automated Training System that is used to schedule and track all training.
- Designed and managed Case Assignment application that is used to track and balance workloads for all of officers within court services division
- This system produces reports that integrated with scheduling system to create accurate picture of office current and future workloads
- Early Warning System (EWS) structured automated data collection system and method to analyze data that permits Sacramento County Probation Department to understand past and current trends identified with Use of Force (UOF) incidents occurring in Department’s pretrial juvenile detention and court commitment facilities
- System’s reports are intended to provide facility administrators with information needed to review, analyze and identify findings and recommendations for purpose of improving level of care, custody and control provided juveniles who may be housed in Probation facilities

01/2003 to 01/2005

TECHNOLOGY MANAGER

Tektron Electrical – City, STATE

- Wrote business plan that included budget, business development, and training program for internal development and infrastructure
- Designed and implemented Dashboards for all work orders which ensured that service level agreements are accomplished
- Reduced time to get work orders to billing department which increased cash flow
- Created and implemented coding standard and policies for all internal development
- Directly responsible for hiring personnel
- Manage system development, deployment, and operations
- Define and implement infrastructure changes for all internal and outsourced projects within approved budgets
- Engineered and managed Intranet and Extranet sites
- Enabled access to critical job-site data (reducing calls to technical operations center) while enabling customers to access site-specific data for internal management
- Converted embedded SQL to stored procedures, triggers, and user-defined functions to allow full integration with other systems
- This application integrates with an Interactive voice response system.

## Education

- 2019

Bachelor of Science: Information Technology

Capella University - Minneapolis, MN
- 1991

Primary Leadership Development Course, Washington Banyan Vines Network Administrator Course, New Jersey Electrical Engineering Technology Courses

Farmingdale, State University of New York - North Amityville New York

## Certifications

Microsoft Certified Systems Engineer 1999 Avaya ACA Certification 2005