

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## SKILLS

- Infrastructure development
- Security planning
- Budget administration
- Excellent communication skills
- Customer Focused

## EDUCATION

Santo Tomas  
Philippines

*Associate of Arts:* Industrial Design

Northern Virginia Community College  
Annandale, VA

*Associate of Science:* Information Technology

## LINKS

- <https://polishedpetalsflorist.com/>
- <https://rojahnmalaney.com/>
- <https://espireservices.com/>

## WORK HISTORY

**Community College Of Aurora - Information Technology Manager**  
Denver, CO • 10/2016 - Current

- Led and assisted Customer Database, Company website and Financial software migration for the organization by working and coordinating with consultants and developers for integrations.
- Guide implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection, and endpoint protection.
- Maintain control of project budgets and timelines to keep teams on-task and achieve schedule targets.
- Facilitate the best user experience through continuous support, training classes, webinars, improvements and communication of the organization's policies and changes.
- Coordinate projects in Marketing, SEO, HR, Developers, and Publishing including defining scope, managing milestones and maintaining strong relationships with all department heads.
- Work closely with the executive team and Board members to plan, develop, coordinate and execute technology strategies aligned to the organization's vision, mission, and purpose.

**Asml - IT Administrator**

Fort Collins, CO • 07/2000 - Current

- Demonstrates a high-level working knowledge of Windows-based programs such as Windows Server, Windows 10, Linux and macOS.
- Install and configured Office productivity software.
- Secure laptops and desktop software to conform to IT security best practices.
- Perform network maintenance on office Local Area Network (LAN).
- Diagnose and repair hardware problems with laptops, desktop, and iOS devices.
- Maintain existing IT systems and framework, and identify areas for needed upgrades.
- Conduct scheduled Operating system maintenance and installed recommended updates to comply with the latest software release requirements.
- Provide office employees with technical support services.
- Resolve issues and escalate problems with vendor support.
- Implement, develop and test installation and update of file servers, print servers and application servers in all departments.
- Improve overall security with proactive user security awareness training.
- Maintain a flexible schedule to respond to after-hours and weekend emergencies.
- Maintain existing company Information website and E-commerce store.

**Wipfli Llp - IT Consultant**

Lincolnshire, IL • 01/2016 - Current

- Delivered quality commercial websites that meet and exceed customer requirements
- Provide reliable and secure hosting of customer's websites.
- Installed required plugins and additional coding to fit final design and functionality requirements.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability, and performance.
- Consulted regularly with customers on application development project status, new project proposals and software-related technical issues.
- Collaborated with the customer on project specifications, strategy and execution to build new WordPress pages and update existing ones.
- Automated and implemented backup and recovery procedures for Wordpress files and databases.
- Securing Wordpress sites from all forms of online attacks.

## ACCOMPLISHMENTS

- Promoted to IT Director.
- System Upgrade - Created and drove infrastructure migration strategy to begin the transformation of legacy on-premises technologies to a modern cloud solution built upon enterprise-grade architecture.
- Received the highest accolades from department leaders for delivering outstanding support to users in the organization and customers.
- I took over a high-level database migration project after the database manager who had all of the institutional knowledge unexpectedly passed away. I had to come up with the resource and plan within a short time to meet the launch date.
- Implement an effective proactive user security awareness training program which resulted in no compromised accounts during my tenure at the organization.
- Problem Resolution - Handled all internal technical support instead of relying on external 3rd party IT consulting companies to reduce the organization's expenditures.
- Spearheaded five successful website migrations.
- Setup and implement a secure Firewall using PfSense which provides web filtering, NAT, and WAN Failover.
- Created a Group Calendar using an iCalserver which makes it easier for users to check co-worker's availability.
- Virtualized all of the organization's Windows and Linux physical servers to use Linux KVM on Proxmox Hypervisors.
- Managed and maintained a Debian Linux IMAP server for 15 years before migrating user mailboxes to Exchange Online.
- Managed and maintained company Linux Apache MySQL and PHP webservers on AWS Lightsail.
- Written articles published in the organization's magazine publication.
- Planned and implemented the successful migration of two organization's legacy on-premises Windows infrastructure to Office 365 Enterprise.
- Delivered an effective integration of Single Sign-On between AMS and company website to facilitate member sign-ins to manage their account or access member-only content using one-login.
- Played a key role in transitioning user's Windows workstations to all macOS.
- Developed and implemented a floral eCommerce website on a Wordpress / Woocommerce platform to work with a POS system.
- Develop and implemented a cost-effective VOIP solution by utilizing Microsoft Cloud-PBX integrated with Microsoft Teams.
- Created an internal Knowledge library to serve as the repository where internal users can share how-tos covering processes of each department's operations for business continuity purposes.