JESSICA CLAIRE

✉ resumesample@example.com

☎ (555) 432-1000

📍 100 Montgomery St. 10th Floor

SKILLS

- Incident Management
- Problem Management
- Change Management
- Project Management
- Strong Communication Skills
- Excellent Problem-Solving Skills

EDUCATION AND TRAINING

NORTHERN ILLINOIS UNIVERSITY
DeKalb, IL • 1998

Bachelor of Science: Operations Management Information Systems

SUMMARY

Passionate and dedicated Information Technology Support Specialist with over twenty years of experience in the information technology industry and proven ability to manage the delivery and support of IT services for a company over the past thirteen years. Committed to continuous process improvement and driving customer satisfaction.

EXPERIENCE

Centene Corporation - Information Technology Support Specialist
Macdona, TX • 08/2008 - Current

- Primary point of contact for the escalation of incidents and service requests. Documented and prioritized incidents and service requests based on urgency and impact to the business.
- Managed all incidents from initial detection to final resolution and closure. Clearly communicated technical information related to the incident with the business users and upper management throughout the incident resolution process.
- Diagnosed and resolved critical issues related to software, hardware, and network connectivity delivering timely and quality support to the business users.
- Performed root cause analysis on problems driving towards a permanent fix and overall long term improvement in services.
- Managed and scheduled all change requests related to IT applications and infrastructure. Documented change requests and notified business users of schedule and maintenance windows.
- Installed and configured new applications and hardware including printers and other related peripheral equipment, and implemented application and hardware updates.
- Oversaw external service provider and vendors to implement assigned incident fixes and scheduled changes including backup of data on a nightly basis, applying server updates, and the monitoring of security software.
- Deployed fixes to incidents and planned changes after business hours to minimize disruption to the business users.
- Maintained and tracked inventory of all hardware and software items along with its pertinent information and status.
- Conducted hands-on technology training to company personnel to assist in the use of newly implemented hardware and software.
- Planned the project, installed the applications, migrated application data, and tested moving many of the company's critical applications to new servers.
- Planned the project, set up desktops, and installed all software and business applications for the roll out of new desktops to employees.
- Gathered the business requirements, designed, and configured the company's accounts receivable and employee time tracking system, Practice CS, replacing many time consuming manual processes.
- Customized application reports for upper management to analyze employee utilization and client project profitability. Trained employees and created training documents on the new billing and time and expense system.

Viacomcbs Inc. - Application Integration Architect
West Sacramento, CA • 06/2006 - 10/2007

- Managed the webMethods integration development team of nine developers within the Treasury & Securities Services, Sales and Service department.
- Created and maintained project plans for new integration development work and change requests.
- Managed multiple concurrent integration development projects with competing demands.
- Estimated technical design, development, and testing effort for new integration development work and change requests.
- Participated in daily defect status meetings with testing and business application teams to review, prioritize and assign defects related to the integration component.
- Led weekly status meetings with integration development team.

Medifast, Inc - Application Development Manager
Havre De Grace, MD • 01/1999 - 06/2006
General Motors

- Responsible for the day-to-day operations and maintenance of one of General Motor's critical applications, North American DealerWorld Portal.
- Led a nine-person offshore application support team to ensure service level agreements were met regarding resolution of problem tickets, on-boarding of new applications, and delivery of monthly releases of the application.
- Reviewed business requirements, assisted in defining scope with GM business owners and documented change requests. Collaborated with application support team to estimate change requests.
- Managed change requests and ensured all configuration management processes were followed.
- Participated in weekly status meetings with GM technical and business owners and reviewed reports providing overall measurement of performance against service level agreements.

FedEx Supply Chain Services

- Managed the development and implementation of a fulfillment eHub and the integration between many FedEx back-end applications and 37 of FedEx's clients.
- Led an eleven-person onsite and a seven-person offshore development team over this multi-year project from elaboration to support of the system.
- Analyzed and reviewed integration requirements. Collaborated with solution architect and development team during technical design and construction to ensure that the business requirements were being met.
- Guided the technical design and development of over 150 interface mappings between FedEx's back-end applications and FedEx's trading partners leveraging the following industry document standards, X.12 v4010, FSCS XML, and EDIFACT D98A.
- Created, monitored and adjusted project plans. Allocated onsite and offshore resources shared across multiple projects for the development of the eHub, development of interface mappings, new FedEx customer on-boardings, support, and change requests.
- Reviewed business requirements, documented scope of work, estimated effort, and provided timelines for change requests.
- Participated in status meetings with project and FedEx executives.
- Developed the offshore process and procedures for assignment of development work, status reporting, communication between onsite business and technical teams and escalation of issues.
- Led the creation of EDI X.12 v4010, XML and EDIFACT D98A implementation guides to be used by FedEx's trading partners.
- Assisted in the creation of templates and the overall process to on-board new trading partners to FedEx's eHub.