JESSICA CLAIRE

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CAREER OVERVIEW

Database design, development, and data management Expertise in SQL, MS Access, Excel, PowerPoint and Word, as well as QuickBooks Pro, and ARC-GIS. Proficient in Visual Basic, and T-SQL Programming Strong experience in retail sales, technology sales, and customer service. Multi-year experience in business management, small claims legal, employee hiring and training and managing, bookkeeping and all HR duties.

QUALIFICATIONS

- Visual Basic programming
- T-SQL programming
- SQL for Oracle
- SQL Server 2012 management

- Database Design and Normalization
- Bookkeeping
- MS Access Report and Form design

TECHNICAL SKILLS

T-SQL	Experienced	4	currently
Visual Basics	Experienced	5	6 months

ACCOMPLISHMENTS

Organization and efficiency are of utmost importance to me. Because of this I have developed a process of documenting and cataloging that allows for quick re-assignment of projects. I wrote the training and policy manual for Cash Fast, Inc that allowed for cross employee training. I also mapped and documented with full descriptive detail all the database designs I did for North Platte Natural Resources. I have automated many processes and work flows to help organize digital documentations using Sharepoint and Visual Basics programming for more intuitive locating, and to line up with physical filing.

WORK EXPERIENCE

Database Administrator, 03/2011 - Current
Deloitte & Touche L.L.P. – Horsham, PA
- Access Database Design, normalization and management.
- Form and Report design, and Querying.
- Data management, and task automation.
- 2012 SQL server migration, integration, and maintenance.

Home based, List Department Manager & Lead Generation/Technology Telesales Professional, 10/2004 - 03/2011
TSR – City, STATE
- Contracted for HP, Microsoft, Sun Microsystems, Network Physics
- Technology telesales Sales List generation ,filter, de-dup, and research
- Hardware, and application research
- TOIT proprietary database design, and MS Access database design, development and management.

Escalation Coach, 08/2006 - 08/2008
Alpine Access – City, STATE
- Home based, Escalation Coach Support, direct and train customer service agents Resolve escalated customer issues Research and train on compliance Generate key performance metrics , error, and shift reports.

Legal Department Manager, 06/2004 - 2005
Bonded Business Services, Ltd – City, STATE
- Management of all pre and post judgment Civil Court Cases.
- Legal department bookkeeping.
- Negotiation/Mediation between client and debtors.
- Reorganization of file system.

EDUCATION AND TRAINING

Certification: SQL Server 2012 Developing, 2013
ONLC - Grand Junction, CO

Associate of Science: Computer Information Systems, 2011
Aims CC - Greeley, CO
2007: Network Analyst Certificate, Aims CC, Greeley, CO
2009:Visual Basics Programming Certificate, Aims CC, Greeley, CO
2009: Database Administrator Certificate, Aims CC, Greeley, CO

SKILLS

Data Analyst, Process automation, bookkeeping, Employee Coaching and training, customer service, Data management, Database design and normalization, Legal Mediation, SQL Server migration, SQL and VB Programming, Policy and Regulation coordination, Software and Hardware Research, Technology Sales