

# JESSICA CLAIRE

✉ resumesample@example.com  
📞 (555) 432-1000  
📍 100 Montgomery St. 10th Floor

## SUMMARY

Systematic IT professional proficient in network, project and emergency management. Installs hardware, patches software and configures internal systems. Complex problem-solver with top-notch planning and communication strengths. Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

## SKILLS

- Dictation and Transcription
- Clear Communication
- Diagnostic Testing
- Patient Relations
- Examination Preparation
- Decision Making
- Time Management
- Critical Thinking

## EDUCATION AND TRAINING

Baltimore City Community College  
Baltimore, MD • 05/2022  
*Associate of Science:* General Studies

Forth Technical College  
North Carolina • 09/2019

GED

Towson University  
Baltimore, MD  
*Bachelor of Science:* Information Technology

## EXPERIENCE

### Department Of Health And Human Services - Information Technology Specialist Opelousas, LA • 01/2019 - Current

- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Kept hardware and software systems current with latest patches and current licenses.
- Researched issues on various computer systems and databases to determine resolutions to problems and answer inquiries.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Built and maintained successful relationships with service providers, vendors, dealers and consumers.
- Maintained records, logs and lifecycle documentation of work requests.
- Tested performance, functionality and security of network systems, individual workstations and peripheral devices.
- Troubleshoot hardware issues and worked with service providers to facilitate repairs for end users.
- Mentored other technologists and support professionals to provide professional development and skill enhancement.
- Developed online documentation for common processes for both support staff and end-users.
- Increased overall company performance through improved IT uptime and cost reductions.
- Executed scripts to communicate with back-end servers and provide real-time updates.
- Devised incisive workarounds and resolutions for IT-related problems.

### Bluegreen Resorts - Customer Service Representative Prattville, AL • 01/2018 - 12/2018

- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Fielded customer complaints and queries, fast-tracking for problem resolution.
- Upheld quality control policies and procedures to increase customer satisfaction.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Developed strong customer relationships to encourage repeat business.

### AeroFlow Healthcare - Customer Service Associate Batesville, SC • 10/2015 - 01/2017

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Educated customers on special pricing opportunities and company offerings.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Processed documentation and troubleshoot discrepancies to build client rapport.
- Recommended and initiated product offerings to meet customer changing needs.
- Maintained customer privacy and protected company operations by keeping information private and confidential.
- Promoted brand and marketing campaigns to create interest with customer.
- Handled large amounts of cash and balanced cash drawer daily within prescribed balancing guidelines.
- Operated multi-line phone system and online messaging system to communicate with customers.
- Partnered with internal teams to uncover customer needs and cross-sell opportunities.
- Consulted with customers regarding needs and addressed concerns.
- Trained new hires on products and services, best practices and protocols to reduce process gaps.
- Rolled out operational improvements and solutions to deliver top-notch customer service.

## LANGUAGES

Yoruba:  
Negotiated: English:  
Negotiated:

## ACCOMPLISHMENTS

- Revamped approach and included new materials and resources to improve effectiveness.
- Earned multiple recommendations and referrals due to quality and service.
- Consistently maintained high customer satisfaction ratings.
- Developed relationships with 1000s new clients and typically exceeded sales goals by 100%.
- Tutored 4/7 students per week.
- Improved scored by an average of one letter grade.