

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

A hardworking, skilled and dedicated IT professional, highly proficient in hardware and software troubleshooting, working knowledge of networking concepts. Flexible and adaptable to changing technologies and tools. As a professor of Computer Science, demonstrated excellent communication and customer service skills, quickly established rapport with students, faculty, and supervisors.

SKILLS

- Platforms: Linux (Debian, Arch, RedHat, SUSE), Windows Desktop/Server, OS X,
- System maintenance, upgrade and backup/retrieval
- Desktop and laptop repair
- Internal components installation
- Programming languages: UNIX shell script, Java, Python, C, C++, PHP, HTML, Javascript
- Web-based software engineering
- Fast learner
- Bilingual in English and Spanish
- Very proficient in Microsoft Office, especially Excel
- Advanced problem solving skills
- Analytical and critical thinker
- Skilled multi-tasker
- Detail-oriented
- Focused
- Patient

WORK HISTORY

Computer Science Professor, 02/2011 - 07/2015

Wipfli Llp – Spokane, WA

- Taught introductory and upper level courses in computer science and software engineering students. Classes included: Introduction to programming, Object-oriented programming, Hardware and software support, data structure design
- Faculty supervisor for CITT (Center for Innovation and Technological Exchange): Coached, motivated, and acted as a resource to students as they developed projects and ideas
- Team building—facilitated students’ collaboration in teams
- Project management—Supervised development of business pitches and projects
- Coordinated events and competitions
- Collaborated with colleagues to evaluate projects
- Faculty supervisor in robotics workshop: Guided innovation using Arduino and Raspberry Pi as well as modeling in Lego Mindstorms
- Administrated resources in CITT, including computer equipment and modeling equipment
- Participated in process of university accreditation by administrating alumni survey to improve educational services and vocational support
- Excellent written and oral communication skills
- Coached students on public speaking and presentation skills.

IT and Data Support Specialist, 2006 - 11/2015

Leoncio Pino Vergara Calefacción – City, STATE

- Collected data around every transaction and turned it into tools that helped users.
- Oversaw the daily performance of computer systems.
- Ensured proper installation of cables, operating systems and software.
- Trained users in the proper use of hardware or software.
- Maintained and monitored the server room, the wireless network and other server infrastructure.
- Identified and corrected performance issues.
- Set up staff workstations with PCs, Macs, phones and laptops.
- Produced customized Excel spreadsheets for normalized data entry.
- Entered and normalized legacy data into databases in a timely and accurate manner.
- Added new material to file records and created new records.
- Assisted with receptionist duties, file organization and research and development.
- Provided remote technical support using tools such as TeamViewer.
- Web and email administration and support (CPanel)
- Customize, patience, customer service

IT Specialist and Training Facilitator, 02/2009 - 11/2015

Lontué Capacitación – City, STATE

- Collected data around every transaction and turned it into tools that helped users.
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- Trained users in the proper use of hardware or software.
- Maintained and monitored the server room, the wireless network and other server infrastructure.
- Identified and corrected performance issues.
- Set up staff workstations with PCs, Macs, phones and laptops.
- Provided remote technical support using tools such as TeamViewer.
- Web and email administration and support using CPanel.
- Planned and facilitated 10-hour training courses on Excel

IT Consultant, 05/2009 - 05/2011

Corporación Innovarte – City, STATE

- Conceptualized, planned and executed original designs for a wide range of website properties.
- Worked closely with social media team on WordPress blogs and social media marketing.
- Designed print and marketing initiatives for all website properties.
- Created reusable processes, components and tools that leveraged into "Biblioteca Libre" project, accelerating development progress.

EDUCATION

Bachelor of Science: Computer Science and Software Engineering, 2010

Universidad Nacional Andrés Bello - Santiago, Chile

Associate of Applied Science: Computer Technician, 1998

Liceo Comercial Alberto Widmer - Santiago, Chile