

# JESSICA CLAIRE

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## LINKS

- <https://www.linkedin.com/in/Jessica-Claire-16a8a711b/>

## PROFESSIONAL SUMMARY

Experienced IT Technician and Signal Support System Specialist with knowledge on various skills such as Python, JavaScript, HTML etc. Also have in most pentesting and vulnerability tools like nmap, OpenVAS, Nessus and also Digital forensic tools like Prodiscovery etc. Worked on reverse engineering tools like IDA Pro. Have a home lab which constantly keep working and practice on Kali Linux with. Working in the Military Organization. Mainly work on Microsoft Azure Endpoint Manager, Active Directory, Azure Security Center, Office 365, SharePoint etc. Also have knowledge on Amazon Web Service (AWS). Worked on security software like Sophos, Mimecast, CCTV and DVR Cameras etc. Work on Comsec encryption keys and set-up HF and VHF radios for the commander in communicating with Brigade. Earned a medal for been a sharpshooter. Have a SECRET security clearance from the Military. Skilled in Windows 7, 8, and 10 with Linux. Computer Repair, Computer Networking mostly Cisco products, CompTIA Network+, and Network Troubleshooting. Also have a strong background on Windows Server Management, Managing Security Projects, Policy Development in Information Assurance. Good security Analyst on network incident and detection. Strong engineering professional and have knowledge on Cyber Law and Compliance. Also have a background in the medical field as a Certified Nurse Aide, have a strong interpersonal skill in working with people in all settings, eager to help people and strong communication skills. Have been exposed to great vendor portals as an administrator. These vendors include Verizon, Comcast business, Grid4, Google Admin for creating containers and applications, Sophos, PointClickCare, Allscripts, Mimecast, DSSI etc. Have a Bachelors Degree on Information Assurance and Cyber Defense and currently working on Masters on Cybersecurity. Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics. Highly adept Information Technology Technician with proven hardware and software configuration and troubleshooting expertise. Manages office-wide Local Area Network and minimizes downtime while overseeing system expansion. Excellent technical and communication skills.

## SKILLS

- End-user support
- Active directory
- Windows Server
- Group Policies
- Amazon Web Services (AWS)
- Microsoft Azure
- Python (Programming Language)
- Penetration Testing
- Digital Forensics + Linux
- Powershell
- HTML
- SCCM
- Reverse Engineering
- Budget and cost analysis
- Network administration
- LAN protocols
- Security Protocols
- Excellent work ethic
- Verbal and written communication
- Systems administration
- Device configuration
- Sophos
- Mimecast
- Azure Security
- Comcast
- Verizon
- DocuWare
- Bomgar
- ConnectWise
- Cisco Meraki
- Spiceworks Help Desk
- Google Admin
- Grid4
- Security Monitoring
- Threat Analysis
- Threat Detection
- Thought Leadership
- Incident Response
- Processes And Procedures
- Event Management
- IDS/IPS
- Monitoring
- Technical Support

## WORK HISTORY

01/2020 to Current	<b>Information Technology Technician</b> <b>Brazos River Authority</b> – Graford, TX
	<ul style="list-style-type: none"><li>• Worked on-site, remotely, and office for assisted living center of more than 300 employees and 10 different locations.</li><li>• Internet and WAN Circuit provisioning for client and coordinating with ISPs such as Verizon, Comcast, Grid 4 etc.</li><li>• Worked with traditional active directory and later migrated to Microsoft Azure with strong skill set in applying policies and creating accounts and passwords for over 300 clients.</li><li>• Worked as PointClickCare Security Admin by creating and managing user accounts and assign information privileges for all levels of employees such as Nurses, Doctors, Admissions, Life Enrichment etc.</li><li>• Work hands-on with firewall interfaces and policies on devices like Cisco and Meraki.</li><li>• Strong Skill set in working with Meraki dashboard and Sophos enterprise for monitoring and maintenance of company's IT security standard and policies.</li><li>• Create Bit Locker encryption for clients and manage it via Sophos portal.</li><li>• Gain experience with enterprise domain management such as analyzing group policies and utilizing PowerShell for efficiency.</li><li>• Also worked and assisted clients with Bomgar representative console.</li><li>• Encourage end users importance or cloud and how to manage files using OneDrive.</li><li>• Gained strong background in servicing ticketing kiosks, printers, scanners, Verizon phones, mobile phones, tablets, routers, switches, laptops desktops, VPN etc.</li><li>• Worked with mostly Windows and some Mac including printer logic installations, as well as joining them to AD domains.</li><li>• Manage users in Microsoft Azure and manage SharePoint via office 365.</li><li>• Also create applications, computer devices; enroll and manage them on Microsoft Azure Endpoint Manager.</li><li>• Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.</li><li>• Strong background in installing Cisco-Meraki access points (AP).</li><li>• Team player with excellent communication and organizational skills, combined with flexibility, creativity and exceptional analytical and problem-solving skills.</li><li>• Managed customers' expectations of support and technology functionality in order to provide positive user experience.</li><li>• Quick learner and self-starter who excels in team environment but can work equally well independently.</li><li>• Conducted daily system monitoring, verifying security, integrity and availability of all hardware, server resources, applications and key processes.</li><li>• Set up hardware and software in optimal configurations to meet network performance requirements.</li><li>• Established, repaired and optimized networks by installing wiring, cabling and devices.</li><li>• Investigated and corrected problems with printers, copiers and other peripheral devices.</li><li>• Managed system-wide operating system and software deployments, as well as related software upgrade problems.</li><li>• Answered and triaged requests for assistance in order to provide top-notch support.</li><li>• Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.</li><li>• Provided Tier 1 IT support to non-technical internal users through desk side support services.</li><li>• Performed tests of functionality, security and performance of different workstations and devices.</li><li>• Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.</li><li>• Developed and maintained strong client relationships to deliver exceptional customer service and problem resolution.</li></ul>
08/2017 to Current	<b>Signal Support System Specialist</b> <b>Holy Redeemer Health System</b> – Egg Harbor Township, NJ
	<ul style="list-style-type: none"><li>• Gained security clearance of SECRET.</li><li>• Good problem-solving skills and interest in working with electronic equipment.</li><li>• Supervises, plans and executes installation, operation, and maintenance of all signal support systems to include local area and wide area networks and routers.</li><li>• Responsible for network integration using radio, wire, satellite and battlefield automated systems; directs unit signal training and provides technical advice and assistance.</li><li>• Develops and executes communications security management (COMSEC) policies and guidelines within Battalion.</li><li>• Manages automation setup, accountability, distribution and troubleshooting of information systems and devices valued at approximately \$500,000 assigned to battalion.</li><li>• Plans and provides unit level training for automation and communications systems and Signal support equipment.</li><li>• Assists in staff supervision of information services.</li><li>• Plans, supervises and executes unit level maintenance programs for user owned and operated signal equipment.</li><li>• Repairs maintenance and supply requests for unit level signal support.</li><li>• Normal color vision (no color-blindness) is required.</li><li>• Work with all manner of electronic devices, including communications equipment, vehicles, radio and wire systems, and power generators.</li><li>• Good problem-solving skills and interest in electronics.</li><li>• Integrated new devices into managed networks while maintaining assigned security protocols and protections.</li><li>• Set up terminal devices, completing prescribed onboarding processes to verify successful integration into existing network frameworks.</li><li>• Tracked and detected network service disruptions using computer systems, scopes and meters.</li><li>• Maintained radio and data distribution systems by completing mandated task within prescribed timeframes.</li><li>• Trained users to connect to and utilize Local Area Networks (LANs) and Wide Area Networks (WANs).</li><li>• Performed signal diagnostic functions to detect network interruptions and diagnose connection deficits.</li><li>• Installed new wiring and networking hardware in existing facilities and within new construction.</li><li>• Tested signal-level equipment for operational performance within prescribed tolerances.</li><li>• Handled all troubleshooting tasks for signal support services, which included radio, wire and battlefield automated systems.</li><li>• Provided maintenance and technical assistance to commanders and staff in regards to signal support systems.</li><li>• Utilized technical equipment to monitor network status in operational environments.</li><li>• Supervised and assisted with battlefield signal support systems and terminal devices.</li><li>• Set up hardware and software in optimal configurations to meet network performance requirements.</li><li>• Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.</li><li>• Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.</li></ul>
08/2016 to 01/2020	<b>IT Technician Support, Information Technology Technician</b> <b>Jollof Enterprise &amp; Consulting</b> – City, STATE
	<ul style="list-style-type: none"><li>• Install and configure computer hardware operating systems and applications.</li><li>• Help mainly install office 365 for record keeping.</li><li>• Monitor and maintain computer systems and networks.</li><li>• Troubleshoot system and network problems, diagnosing and solving hardware or software faults and replace parts as required.</li><li>• Provide support, including procedural documentation and relevant reports.</li><li>• Follow diagrams and written instructions to repair fault or set up system.</li><li>• Support roll-out of new applications.</li><li>• Set up new user accounts and profiles and deal with password issues.</li><li>• Respond within agreed time limits to call-out priorities and manage many open tickets at one time.</li><li>• Rapidly establish good working relationship with customers and other professionals, such as software developers.</li><li>• Test and evaluate new technology.</li><li>• Conduct electrical safety checks on computer equipment.</li><li>• Completed inventory counts and organized supplies.</li><li>• Updated documentation and produced reports.</li><li>• Removed malware, ransomware and other threats from laptops and desktop systems.</li><li>• Patched software and installed new versions to eliminate security problems and protect data.</li><li>• Helped streamline repair processes and update procedures for support action consistency.</li></ul>
07/2012 to 01/2016	<b>Certified Nursing Assistant</b> <b>Advantage Living Centers</b> – City, STATE
	<ul style="list-style-type: none"><li>• Helped patients effectively manage routine bathing, grooming and other hygiene needs.</li><li>• Assisted patients with mobility needs, including moving to and from beds, organizing wheelchairs and preparing assistive devices.</li><li>• Checked patient vitals such as temperature, blood pressure and blood sugar levels.</li><li>• Turn or reposition patients.</li><li>• Collect information about conditions and treatment plans from caregivers, nurses and doctors.</li><li>• Report any emergency to Registered or charge nurse.</li><li>• Document or chart on patients on their daily activities.</li><li>• Provide and empty bedpans.</li><li>• Lift patients into beds, wheelchairs, exam tables, etc.</li><li>• Answer patient calls.</li><li>• Examine patients for bruises, blood in urine or other injuries/wounds.</li><li>• Clean and sanitize patient areas.</li><li>• Change bed sheets and restock rooms with necessary supplies.</li><li>• Also serve as conduit between patients and nurses, doctors, and record and communicate all issues to medical staff.</li><li>• Earned employee of month.</li><li>• Great communication skills.</li><li>• Promoted good oral and personal hygiene by aiding patients with shaving, bathing and teeth brushing.</li><li>• Maintained patient stability by checking vital signs and weight, testing urine and recording intake and output information.</li><li>• Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment.</li><li>• Provided activities of daily living by assisting with serving meals, ambulating, turning and positioning patients.</li><li>• Provided patients with personal hygiene assistance by giving bedpans, baths, backrubs and assisting with travel to bathroom.</li><li>• Monitored patients' status and reported any identified abnormalities or changes to nursing personnel.</li><li>• Kept accurate records of patients' care, condition and progress.</li><li>• Assisted patients with mobility by providing physical support and pushing wheelchairs.</li><li>• Provided prompt and accurate services such as CPR and first aid during emergencies.</li><li>• Documented vital signs to inform nurses and physicians of any changes in patient status.</li><li>• Cared for clients with diagnoses such as respiratory failure, diabetes, Parkinson's disease and muscular dystrophy.</li><li>• Agreed to take on additional shifts and extra hours during busy periods and holidays to maintain proper staffing and floor coverage.</li><li>• Maximized patient satisfaction by helping individuals carry out personal tasks such as dressing and walking.</li><li>• Delivered compassionate care and clear communication in handling issues of death and dying.</li><li>• Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.</li><li>• Wiped down equipment with proper cleaning products after each patient transport to reduce instances of infection.</li><li>• Promoted patient socialization, self-care and development by recognizing and using patient strengths to motivate patient.</li><li>• Secured patient information and maintained patient confidentiality by completing and safeguarding all medical records.</li><li>• Maintained and organized patient rooms and communal spaces to minimize environmental and safety hazards.</li><li>• Offered immediate assistance in emergency and routine paging situations to evaluate needs and deliver care.</li><li>• Conferred with multidisciplinary healthcare team to help effectively manage patient conditions with regular testing and vitals assessments.</li><li>• Performed basic standardized wound care procedures by applying hot and cold packs and applying dressings and bandages to patients.</li><li>• Administered medication according to each patient's medical charts and recorded vitals such as blood pressure, temperature, and pulse.</li><li>• Evaluated patients' progress in treatment, communicating observations to physician on duty to maintain or adjust prescribed care.</li></ul>
2021	<b>Certification: Basic Leadership Course (BLC)</b> <b>Camp Selby</b> - Selby, MS
	<ul style="list-style-type: none"><li>• Honors Graduate.</li><li>• Promoted to a Sergeant to a greater leadership role.</li><li>• Group Dynamics.</li><li>• Effective Listening.</li><li>• Written Communication.</li><li>• Public Speaking.</li><li>• Critical Thinking &amp; Problem Solving.</li><li>• Army's Leadership Requirements Model.</li><li>• Counseling.</li><li>• Cultural Competence.</li><li>• Army Values, Ethics, &amp; Integration of Soldier 2020.</li><li>• Legal Responsibilities &amp; Limits of NCO Authority.</li><li>• Physical Readiness Training.</li><li>• Followership &amp; Servant Leadership Fundamentals.</li><li>• Team Building &amp; Conflict Management.</li><li>• Drill &amp; Ceremonies.</li><li>• Mission Orders &amp; Troop Leading Procedures.</li><li>• Training Management / Conduct Individual Training.</li><li>• Soldier for Life – Transition Assistance Program (SFL-TAP).</li><li>• Command Supply Discipline Program.</li><li>• Soldier Readiness.</li><li>• Resiliency.</li></ul>
2022	<b>Master of Science: Cybersecurity And Information Assurance</b> <b>Western Governors University</b> - Salt Lake City, UT
	<ul style="list-style-type: none"><li>• Continuing education in Cybersecurity</li></ul>
2020	<b>Bachelor of Science: Information Assurance and Cyber Defense</b> <b>Eastern Michigan University</b> - Ypsilanti, MI
	<ul style="list-style-type: none"><li>• Awarded Bachelors in Information Assurance and Cyber Defense</li><li>• Honors graduate</li><li>• Member of the Information Assurance and Cyber Defense Association.</li><li>• Deans List</li><li>• Extensively worked on multiple projects in regards to Networking and Cybersecurity.</li></ul>
2017	<b>Associate of Applied Science: Computer Information Systems</b> <b>Wayne County Community College District</b> - Detroit, MI
	<ul style="list-style-type: none"><li>• Majored in Computer Information Systems.</li><li>• Honors Graduate</li><li>• Awarded Associate of Science in General Studies.</li></ul>
2015	<b>Associate of Science: General Studies</b> <b>Wayne County Community College District</b> - Detroit, MI
	<ul style="list-style-type: none"><li>• Awarded Associate of Science in General Studies.</li></ul>
2018	<b>Certification: Gordon (US Army)Advanced Individual Training (AIT)</b> <b>Fort Gordon</b> - Augusta, GA
	<ul style="list-style-type: none"><li>• Extensive training on Networking and Signal Support.</li></ul>

## ADDITIONAL INFORMATION

- Honors & Awards , Certificate of Appreciation - 210th Military Police Battalion Jun 2019 Award for Excellence - US Army Apr 2019
- Honors Graduate - Eastern Michigan University Dec 2020 Jessica Claire - page 5 The Army Achievement Medal - US Army Jun 2020
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## ACCOMPLISHMENTS

- Resolved product issue through consumer testing.
- Worked on port scanning project using JavaScript and a Proxy using AWS.
- Deployed both Comcast and Grid4 phones in large buildings and configure PoE phones.
- Supervised Junior Soldiers in accomplishing a task for the Brigade Commander.
- Received an Award on the Army Achievement Medal
- Received a Michigan State Service Ribbon for the Covid Mission
- Received Certificate of appreciation and a coin for effectively and diligently working in order to accomplish a signal mission task.

## CERTIFICATIONS

- TestOut Network Pro Certification (ID C28RK)

- Cybersecurity Analyst

- CompTia Security+

- Windows Operating System Security

- Cyber security Fundamentals

- Linux Operating System Security

- Information Security Program

- Counter Intelligence Awareness

- Unauthorized Disclosure of Classified Information for DoD

- OPSEC Level 1

- HIPAA and Privacy Act Training

- Cyber Expected Service (CES)