

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

- Experienced Information Technology Manager well versed in infrastructure, security CRM, ERP systems resource planning, and daily operations management. Forward-thinking and strategic leader with 30+ years of experience in Information Technology Management. Recognized for cost-reduction, system improvements, operational streamlining and positive leadership style. Strong ability to simplify technical language into simple business terms. Accomplishments
- Led and contributed to successful implementation of wide-range nationwide communication projects including Verizon ADSL, HSI, FiOS, Get-Connected, and Verizon Self-Service Web Portal.
- Earned three promotions and three Excellence Awards recognition within 5 years by Verizon Communications
- Implemented systems, infrastructure and applications for 22 customer support centers with 10,000+-agents
- Reduced well documented \$24M of annual customer support cost through streamlining of technical processes
- Supervised team of 23 staff members.

## CORE QUALIFICATIONS

- Security planning
- Product development
- Infrastructure development
- Agile framework
- Project lifecycle management
- Requirements analysis
- Detail-oriented
- Computer proficiency
- Leadership
- Good listening skills
- Supervision
- Verbal and written
- Agile, MySQL
- Automation, Networks
- Balance, Optimization
- Budgets, Oracle
- Business Intelligence, Policies
- Com, Processes
- Consultant, Programming
- Conversion, Programming 2
- Cost reduction, Quality-control
- CRM, Real-time
- Clients, Requirements analysis
- Client, SLA
- Customer services, Software engineering
- Customer support, MS-SQL
- Data warehouse, SSL
- Detail-oriented, Supervision
- Product development, Systems design
- Disaster Recovery, Upgrades
- ERP, VoIP
- Government, Web Portal
- Information security, Written
- Information technology
- Innovation
- Leadership
- Listening
- Managing
- Office
- Windows

## EXPERIENCE

### Director of Information Technology, 03/2010 - Current

#### Electronic Systems

- Innovated SaaS, Mobile Apps, Continuity, and DR Services.
- CRM & ERP, VoIP, Windows Azure, Office 365.
- Supporting 55K+ Residential families, 29 Remote Offices sites, and 1200+ Government employees.
- Process automation; data centers and data warehouse design development and implementation.
- Logical and artificial Business Intelligence systems design, development, implementation, and support.
- Business analytics including; gap analysis, earned value, ROI, performance tracking, and improvements.

### Director of IT, 08/2016 - 01/2021

#### Car Gurus

- Responsible for the entire IT services and support operation of the 2nd largest Housing Authority in the nation.
- Services and support include; Client Services Operations, CRM and ERP systems and application developments, and Infrastructure and Security.
- Responsibilities include:.
- All aspects of Infrastructure security, operations, upgrades, maintenance, reliability, and support.
- Supports Oracle, Yardi, MS-SQL, MySQL, Big Data, Regulatory SSL-TLS Conversion, Elite and legacy systems.
- Implemented real-time Information security systems, Business Continuity, and Disaster Recovery plans.
- Overall Technology design enhancement, upgrades, performance, and lifecycle management and support.
- Successfully executed and implemented Personalized automation modules, mobile apps, data warehouses.

### Sr. Project Manager, 01/2010 - 06/2016

#### Blackbaud

- Led the IT Outsource transformation of 3 programming support and customer 5 onshore call centers into a 1 programming 2 customer support centers within 6 months for MySpace.com in supporting 80+M subscriber utilizing 31 languages.
- Led team for software engineering services and supported key clients in development efforts, establishing standards, determining specifications and creating Service and Operational Level Agreements (SLA) and (OLA).
- Virtualized all DFS and Applications systems into a SaaS environment.

- Identified opportunities for application optimization, redesign, development and troubleshoot and resolved user and application issues.

- Developed, tracked and controlled information technology operating budgets, cost, and benefit analyses for IT spending initiatives.

- Reduced overall costs of programming, networks, and customer services 63% within 5 months.

- Support included 31 languages support for M80+ Subscribers.

- Established quality-control measures and assignments.

### Director of IT, 07/2000 - 03/2009

#### Car Gurus

- Successfully managed 15 diverse management and consultant direct reports in managing the technology required to design, implement, maintain, and Business Intelligence solutions for Verizon call centers.
- Earned 4 promotions and 3 Individual Excellence Awards in less than 5 years.
- Developed and implemented technical application support and information technology policies and procedures that advanced investment needs, outcomes, and performance measurements to balance continuous innovation with responsible risk-taking.
- Led the development and implementation of Verizon Self-Service Web Portal, CRM, and ERP systems.
- Generated \$8.3M of cost reduction per year through alignment of processes and technical resources.
- Designed and implemented the first nationally standardized KPI measurements and scorecard system.
- Complied with all FCC, local laws, and federal regulations for Data Security Compliance and mandates.
- Analyzed department and job-related functionality requirements to align technology priorities with business needs.
- Focused teams on developing innovative and cutting-edge approaches at all levels with effective resource allocation and strategic planning

## EDUCATION

### Masters: IT Project Management

#### George Washington University - Washington, DC

### Associate: IT Project Management

#### Mansoura State University - Mansoura

### Bachelor of Business Administration

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