

Jessica Claire

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SUMMARY

I am hard working, dependable, and will do pretty much anything necessary to get the job done.

HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

EXPERIENCE

Info. Tech. Asst.\Information Technology Specialist, 08/2010 - Current

Fifth Third Bank

- 1
- Handle Calls From Multiple Public Safety Agencies Including Corrections and Community Supervision, DCJS, State Police, Homeland Security document and troubleshoot calls
- Troubleshoot and monitor Livescan machines, Servers etc.
- Open Priority 1 & 2 Tickets and notifying the necessary groups monitoring the situation and updating tickets as necessary
- Troubleshoot the Integrated Justice Portal and its numerous applications
- Monitor multiple agencies Service Desk mailboxes creating tickets and forwarding to the necessary groups
- Monitoring servers and sites and contacting the Agencies Server or Datacomm Teams to respond to outages
- Create, update and deleted Portal accounts
- Confirm users identities for user accounts across the PS Cluster and resetting passwords
- Sort and deliver computer generated reports
- Learning how to use, support and monitor software from multiple agencies
- Create, and Update documentation and train users on basic functionality of supported programs
- Document calls accurately and forwarding tickets onto specialized resolver groups if unable to resolve on first call.
- Assisting staff from the different agencies at the combined contact center in order to best serve the customers
- Responding to public and internal requests for information intelligently and promptly
- Create and update SharePoint site which contains all created documentation for troubleshooting and user support
- Experience with trouble shoot numerous applications and computer systems for the Public Safety Cluster

Customer Service Representative, 11/2008 - 08/2010

Avient

- Store Counter-Working at store counter. Processing storage payments, rental contract, returns, and service invoices. Stocking store shelves, cycle counts, and ordering of parts. Customer service.
- Lot-Equipment maintenance, repairs, damage estimates, and rewiring of equipment. Inventory of vehicles, status, and returns. Propane sales and service.
- Garage-Cleaning, maintenance, and repair of various equipments. Hitch inventory, Wiring of vehicles, and installation of hitches and transmission coolers.
- Storage-Cleaning and maintenance of building, Storage walkthrough, lock status, and auction room lock outs.
- Transfers-Picking up equipment and supplies from various locations after store hours.

Calculations Clerk, 06/2005 - 08/2010

Oneida Correctional Facility

- 1
- Purchasing, Inmate Accounts, Inventory, Commissary, Data Processing Liaison, MVO, Laundry, Stateshop, Storehouse and tool room are the jobs I performed while in this title
- Covered various areas and performed a wide range of job duties in order to complete an even wider range of tasks
- Purchasing-Working with contracts, dealing with vendors, ordering equipment and supplies for the facility, checking status of processed purchase orders, etc.
- Inmate Accounts-Processing inmate disbursements, mail receipts, paroles, transfers, and answering letters requesting info on various inmate accounts. Balancing, and sending out monthly account statements. Processing of inmate payrolls, and processing of surcharge, and various court surcharges to correct dept.
- Storehouse-processing incoming packages and deliveries. Doing receiving paperwork, and marking boxes and packages with location info for delivery. Filling out storehouse requisitions for supplies, and various items in stock, and keeping a correct inventory, and making sure all requisitions are sent to Inventory office.
- Laundry-Supervision of inmate laundry staff. Mop exchange, blanket exchange, and setting up for weekend razor and linen exchange. Supervision of general cleaning and maintenance of laundry machines.
- DPL- Various task related to computer access, troubleshooting, etc

Receiving Associate, 10/2000 - 06/2005

Wal-mart

- Responsibilities
- Unloading freight trucks, staging of merchandise, Binning and maintenance of back stock room.
- Stocking and zoning of freight to sales floor, building end caps and displays, binning and storage of overstock, working of overstock from bins.
- Receiving paperwork, processing of damaged merchandise, and storage of high theft items until items were to be taken to sales floor.
- Customer service, dealing with pick-ups of large merchandise, or bulk quantities

EDUCATION

GED Diploma: 2002-01-25

Rome, NY

01/25/2002 Oneida Madison Boces Rome, NY GED Diploma

SKILLS

Maintenance, Inventory, Ordering, Customer Service, Receptionist, Retail Sales, Sales, Stocking, Access, Answering, Buying/procurement, Clerk, Contracts, Exchange, Liaison, Mop, Purchase Orders, Purchasing, Tool Room, Documentation, Its, Microsoft Sharepoint, Security, Service Desk, Sharepoint, Associate, Sales Floor, To Sales, Ups, Zoning, Apqp, Customer Service Representative, Cycle Counts, Equipment Maintenance, Invoices, Payments, Sales And, Wiring, Forensics, Networking