Jessica Claire

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PROFESSIONAL SUMMARY

Dynamic Information Technology Executive with 10+ years of IT leadership experience including oversight of infrastructure, application support and security services. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations.

ACCOMPLISHMENTS

- Reduced Infrastructure operating cost by 15% with conversion to cloud infrastructure
- Received performance bonuses three years consecutively
- Mentored and promoted multiple internal team members
- Directed the integration of three newly acquired organizations
- Spear-headed the Knowledge Transfer project; successfully retained 20+ multi-million-dollar clients
- Relocated 90% of the workforce to remote in two weeks during the beginning of the COVID-19 outbreak

CORE PROFICIENCIES

- Process Improvement
- Project Lifecycle Management
- Vendor Relationship Management
- Regulatory Compliance
- Business Requirements
- Agile Framework
- Budget Administration
- Strategic Planning
- Leadership Development
- Security Education
- Security Development
- SOC2 Type 2 Documentation
- Change Management
- Teamwork and Collaboration
- Interpersonal Communication
- Cultural Awareness

WORK HISTORY

VICE PRESIDENT INFORMATION TECHNOLOGY   09/2014 to 02/2022
Apex Systems | Ashburn, VA

Infrastructure Management
- Oversaw Infrastructure team responsible for onsite and cloud-based systems
- Managed annual IT budget and communicated directly with the senior management team
- Facilitated and led vendor relationships
- Managed contracts and licensing agreements for products and services
- Led the nationwide Cisco network and developed documentation
- Directed Pure Storage Flash Array system infrastructure using ManageEngine suite
- Oversaw the system disaster recovery with Veeam
- Developed cloud-base systems NetSuite, Salesforce, Zoom RingCentral phone system, JIRA Confluence and Zoom

Support Management
- Directed the IT Support Team
- The core responsibilities of the team included supporting the IT needs for employees and clients covering remote employees, thirty-two staffed and six unstaffed offices spread over four time zones
- Managed RingCentral cloud-based phone system, which includes offices, conference rooms and call center phones
- Transitioned from an onsite call manager to RingCentral a cloud-based call manager
- Ensured the IT Support Team communicated with employees to address issues and requests
- JIRA ticketing system used to track issues and request

Security Management
- Deployed quarterly security training for the entire organization via Proofpoint
- Implemented yearly Phishing Campaign via Proofpoint
- Executed Multi-factor authentication via OKTA
- Developed and uploaded compliance documentation for SOC2 Type 2 and ISO 27001 to hyper proof
- Partnered with principia/RAID our security compliance vendor to prepare for SOC2 Type 2 certification

INTERNAL DATA RESOURCES   04/2006 to 08/2022
Hitachi | Batesburg, SC

- Managed the operational management release processes. Implemented processes and functions within the specific IT line of business organization
- Deployed desktop and mobile infrastructure for over 1500 employees spread out over 10 Offices in Georgia including out of state auditors. The infrastructure consisted of Dell desktops, laptops, tablets, and printers administered by IBM and Dell vendors
- Directed a team of internal IT staff, partners, and vendors in daily Active Directory activities
- Monitored desktop infrastructure with Microsoft System Center Configuration Manager and System Center Operation Manager applications
- Evaluated, recommended, and launched new products
- Coordinated third-party software and software patch deployments
- Lead the deployment of tax applications with internal software development teams
- Implemented, monitored, and evaluated infrastructure budget activities.
- Managed the lifecycle for all internal tax applications projects
- Established Disaster Recovery protocol for Atlanta office

DEPLOYMENT MANAGER   10/2005 to 04/2006
DataScan Technologies | City, STATE

- Managed the software development lifecycle and documentation environment
- Lead and maintained software development quality and stability through careful builds and controls
- Supported the configuration management system and provided training on the CM tools; maintained and monitored quality metrics and best practices
- Established software documentation baselines for RTI tracking databases
- Assisted development team in documentation required for software development lifecycle
- Created deployment procedures for e-Banking software suite.
- Monitored and analyzed clients' progress, results and overall satisfaction to implement process improvement initiatives
- Identified features within software useful for improving overall survey operation and collaborated with supervisor to explore and implement changes
- Monitored overall network performance

EDUCATION

MS | Management of Technology
Southern Polytechnic State University, Marietta, GA

Master of Science | Electronic Technology
Ccc

MS | Computer Science
Norfolk State University, Norfolk, VA