JESSICA CLAIRE

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SUMMARY

Results-driven IT professional knowledgeable about hardware systems and software programs. Well-versed in a wide range of programs, operating systems and platforms for desktops, laptops and mobile devices. Bringing a 17-year record of success in technical support and equipment management.

SKILLS

- Software management
- Network administration
- System diagnostics
- Equipment maintenance
- Time management
- Critical thinking
- Friendly, positive attitude
- Communication
- MS Office
- Team management
- Multitasking
- Problem resolution
- Clerical
- Basic math
- Conflict resolution

EXPERIENCE

03/2020 to Current   **Information Technology Technician**
Benchmark Hospitality – South Beach, FL

- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Kept hardware and software systems current with latest patches and current licenses.
- Conducted end-user training and provided technical support on hardware, software and network issues.
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
- Tested performance, functionality and security of network systems, individual workstations and peripheral devices.
- Coordinated ongoing performance assurance for software applications and automated performance test scripts.
- Devised automation, backup and recovery protocols to preserve and safeguard data.
- Managed user profiles, security access and shared file structures.
- Troubleshot daily IT desktop client issues, supporting multiple departments and various offices.
- Handled large volume of phone calls, chat and emails in support of several systems

02/2018 to 02/2020   **Information Technology Manager (Remote)**
Benchmark Hospitality – Scottsdale, AZ

- Streamlined decision support reporting process by tailoring methodologies and meeting compliance requirements through implementation of several initiative.
- Supervised and mentored several professionals, including project managers, QA engineers, operators, system administrators and software engineers.
- Developed information technology budget, implementing cost-cutting initiatives to stay on track.
- Examined established systems for invoicing, accounting, reporting and data abilities and provided updates.
- Connected with customers to relate any system changes and integrate customer feedback into improvement processes.
- Produced status reports for customers and senior management.
- Delivered consistent and quality mentoring, training and onboarding for teams of contractors and staff members.
- Hired, trained and managed employees, including preparing and conducting performance evaluations.
- Reviewed network policies and infrastructure to evaluate sub-optimal areas and develop solutions.
- Kept project teams on-task with proactive control of budgets, schedules and scopes.
- Created and enforced information technology budget.
- Implemented multiple software conversions, including desktop setup and staff training.

08/2002 to 02/2018   **Information Technology Technician**
Architectural Structures Limited – City, STATE

- Kept hardware and software systems current with latest patches and current licenses.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Collaborated with development team members to create and integrate high availability solutions for mission-critical applications.
- Conducted end-user training and provided technical support on hardware, software and network issues.
- Performed continuous assessments of network structure, business content filters and security firewalls.
- Devised automation, backup and recovery protocols to preserve and safeguard data.
- Managed user profiles, security access and shared file structures.

03/1999 to 07/2002   **IT Data Analyst & Computer Programmer**
University Of Lagos – City, STATE

- Formulated, defined and documented system specifications.
- Tested validity, accuracy and consistency of new and existing intelligence data.
- Improved reliability of supply chain software, systems, database and order processing.
- Completed quality assurance reviews to assess accuracy of data and validate results.
- Directed field studies and data collection to support sophisticated analysis.
- Mined data to uncover insights and identify market trends and inflection points.
- Established communication infrastructures, including LAN and WAN networks for communication and mobile device applications.
- Organized subsystems to execute proper collection of data
- Prepared forecasts and identified trends through data analysis and tracking.
- Collected, tracked and organized data to evaluate current business and market trends.
- Defined naming standards for data warehouse to maintain consistent operations.

EDUCATION AND TRAINING

2020   **Associate of Science: IT Support/ Help Desk**
Delaware County Community College - Media, PA

03/2010   **Bachelor of Science: Computer Science**
Lagos State University - Ojo

Webmaster And Web Management
National Institute Of Information Technology - India

04/2002   **Associate of Arts: Computer and Management**
University Of Lagos - Lagos

03/2000   **Associate of Science: Data Processing**
University Of Lagos - Lagos

Computer Application
University Of Lagos - Lagos

ACTIVITIES AND HONORS