

JESSICA CLAIRE

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☎ (555) 432-1000

📍 100 Montgomery St. 10th
Floor

SKILLS

- Security Improvements
- Scope Definition
- Infrastructure Planning
- Agile Process Improvements
- Business Development Support
- Customer Experience
- Team Development/ Mentoring
- Risk Mitigation/ DR Planning
- Quality Assurance/ Control
- Documentation Management
- Requirements Gathering
- Proficient Service Delivery
- Tracking Systems: Unicenter,
Service now, Remedy Smart IT.
- Project Management

EDUCATION AND TRAINING

Brenau University
Gainesville, GA • 05/1985

Bachelor of Arts: Education

- Completed coursework in Leadership and management skills, Electricity, Motors and Controllers and HVAC systems, Commercial and Building Maintenance, Phone systems, Siemens Phone School,
- Coursework in ITIL training and AWS Studies.

EXECUTIVE SUMMARY

Results-focused, Manager with 20 years of facilities management and 7 years of proven success in developing and leading cross-functional technical teams to execute and deliver major technology initiatives. Demonstrates expertise in VDI, desktop, remote access, thin clients, and audio visual, global conferencing. Highly effective communication facilitator and contributor to key partnerships, projects, and collective team objectives across, telecom, network, hosting, security, service management, corporate governance, and vendor management to achieve positive impact on all business outcomes. A goal-oriented technology leader and trusted business partner recognized for leveraging information security, applications, networking, operations, and risk management to drive business growth. Strategic with consultative approach to identifying requirements and opportunities for organizational transformation. Interprets and communicates complex policies and procedures to others and applies significant tact and diplomacy. Committed to delivering exceptional service, excellence, and application of ITIL and proven approaches that meet customer requirements and achieve process efficiencies.

EXPERIENCE

Flynn Restaurant Group - Senior Information Technology Leader/Manager
Brooklyn Heights, OH • 02/2014 - 04/2021

- Managed a Global combined

TransUnion Credit Bureau - Intelenet Global Services - Service Desk Analyst
City, STATE • 02/2014 - 03/2015

- Delivered basic support and troubleshooting such as password resets, printer configurations and break/fix instructions.
- Answered queries by telephone or self-service ticket to support internal and outside computer hardware, software, network, application access and telecommunications systems.
- Documented solutions and troubleshooting steps concisely in ticketing system and alerted other team members of new service solutions.
- Analyzed, prioritized, researched and solved IT problems to achieve complete resolution for customers with minimal productivity loss.
- Routed, tracked and managed client's service desk tickets from inception to close and documented issues and results.
- Trained and mentored new service desk personnel and managed IT portion of employee onboarding process.
- Directed calls to product line specialists, application and system specialists and vendor resources and alerted management to recurring problems.
- Supported and assisted less experienced technicians in resolving client issues requiring advanced or specialized expertise and experience.
- Uninstalled and reinstalled basic software applications, resolved username problems, verified proper hardware and software setup, resolved network connectivity issues and corrected email irregularities.
- Resolved issues on initial call 98% of time using internal knowledge base, troubleshooting skills, experience and team resources.
- Developed, wrote and maintained detailed troubleshooting guide and knowledge base for use by other service desk staff and field service staff.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Supported employees with advanced troubleshooting on helpdesk tickets.
- Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.
- Assisted in technical support process refinement to improve customer service and support.

Sears Roebuck - District Facilities Technician
City, STATE • 08/1981 - 01/2014

- Responded to emergency issues quickly to maintain smooth business operations for over 20 stores.
- Troubleshoot and diagnosed building equipment and systems to find root causes.
- Consulted with managers to discuss major repairs to building operating systems.
- Increased efficiency of cleaning services through research and implementation of new techniques.
- Performed repairs on HVAC, PBX Phone systems and Building automation systems and equipment to maintain optimal production levels.
- Executed proper cleaning procedures utilizing chemical cleaners and power equipment to prevent damage to buildings.
- Requisitioned supplies and equipment for cleaning and maintenance duties.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.