

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Resourceful System Administrator consistently responds to wide range of technical challenges with focused and creative approach. Highly effective at problem solving and decision making. 5 years of progressive IT experience.

## SKILLS

- Hardware Installation
- Technical Troubleshooting
- User Support
- Software Management
- Problem Solving
- Verbal and Written Communication
- Team Collaboration
- CompTIA Security+ Certification

## WORK HISTORY

### Information Technology Specialist, 04/2017 - Current

New York University – New York, NY

- Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems and key processes.
- Facilitated best user experience through continuous support, training classes, webinars, improvements and communication of system changes.
- Prepared reports by collecting, analyzing and summarizing information.
- Conducted in-depth product and issue resolution research to address customer concerns.
- Attended regular client meetings to report project progress and address questions.
- Set up network profiles, security permissions and file sharing systems.
- Coached and trained end-users on functions, features and basic troubleshooting of software such as ITSM Remedy
- Developed and maintained strong client relationships to deliver exceptional customer service and problem resolution.
- Managed customers' expectations of support and technology functionality in order to provide positive user experience.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Used ticketing systems to manage and process support actions and requests.
- Trained end-users of Microsoft 365 on use, functionality and application to business problems.
- Communicated regularly with customers concerning data exchange and technology integration.

### Assistant Supervisor, 04/2013 - 04/2017

Eaton Corporation – North Little Rock, AR

- Supported Supervisor by preparing production reports and collating quality documentation.
- Revised work practices to improve efficiency, boost quality and meet production goals.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts.
- Tracked department resources and expenses.
- Coordinated with day shift supervisor to balance staffing as workloads changed.
- Managed records and documentation for payroll, inventory control and workflow.
- Submitted documentation and reports to upper management.
- Handled customer complaints, resolved issues and adjusted policies to meet changing needs.
- Provided supportive link between external customers and internal operations.
- Evaluated employee performance and coached and trained to improve weak areas.
- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Set overall vision and provided team leadership.
- Developed training, task and process guidelines and communicated clear and concise directions to employees.
- Introduced team contests and goals to enhance productivity and improve employee morale.
- Monitored workshop work flow for over 50 employees.

### Correctional Officer, 03/2012 - 04/2013

County Of Gwinnett – Lawrenceville, GA

- Observed and supervised inmates throughout visits, meal time, recreation, phone calls and showers.
- Tracked inmates through head counts, visitor logs and scheduled activities.
- Prepared, processed and maintained forms, reports, logs, records and activity journals.
- Escorted inmates to and from cells, court, hospitals and medical appointments.
- Conducted routine and emergency head counts.
- Inspected work sites and crew trucks for contraband, cleanliness and safety.
- Addressed inquiries from general public, other staff, inmates and visitors to resolve concerns.

### Team Lead, 03/2011 - 02/2012

Raytheon Technologies Corp – Virginia Beach, VA

- Managed schedules, accepted time off requests and found coverage for short shifts.
- Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions.
- Prepared detailed reports on updates to project specifications, progress, identified conflicts and team activities.
- Tracked receipts, employee hours and inventory movements.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Continuously checked products for quality assurance according to strict guidelines.

## EDUCATION

### Master of Science: Information Technology Management, 11/2021

Western Governors University - Salt Lake City, UT

### Bachelor of Science: Theatre, 05/2010

Prairie View A & M University - Prairie View, TX

## CERTIFICATIONS

Security +

CEH

CAPM