JESSICA CLAIRE

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Professional Summary

Experienced Technology Manager with 15+ years of delivering cost effective, high performance technology solutions to meet challenging business demands. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

Skills

- Change Management
- Sox Compliance
- Project Management
- Vendor Management
- Automation Process Design
- Strategic Planning

- Software Deployment
- Problem Resolution
- Training & Mentoring
- Call Center Management
- Agile Methodologies

Work History

Information Technology Manager, 05/2014 to 10/2020
Community College Of Aurora – Denver, CO

- Managed technology operations for multi-billion dollar organization, providing leadership and vision.
- Ensured SLAs met end-users expectations, managing IT Support team and IT Service Desk software.
- Developed Key Performance Indicators (KPIs) used to determine inefficiencies and areas for improvements.
- Provided management oversight for escalated incidents and proactively communicated resolution status to business stakeholders.
- Re-negotiated outsourced contract, brining IT support back in-house saving $360,000 annually.
- Improved customer satisfaction, from 70% to 99% by implementing hardware obsolescence strategies, investing in new desktop technology, offering training to end users, and applying software tools to improve workflow efficiencies.
- Coached and mentored staff to maximize their growth and development.
- Administered and maintained Corporate Data Center's virtual infrastructure using VMware.
- Spearheaded implementation of software solution that automated repetitive, manual tasks saving over 300 hours of manual effort each month.
- Managed small to medium technology projects around desktop infrastructure (i.e., technology upgrades, new hardware and software deployments) Ensured project completion by coordinating resources and timetables with business units, and IT staff.
- Created and maintained operational policies, procedures, standards, guidelines and best practices.
- Documented system events to ensure continuous functionality.
- Tested, design and effectiveness of internal controls by completing walk-thoughts of complex business processes.

Information Technology Manager, 09/2000 to 05/2014
Community College Of Aurora – Aurora, CO

- Managed all aspects of corporate Windows 2003/2008 enterprise systems. Maintain and manage Avaya Definity G3/Prologix, Avaya IP Office, and Shoretel phone systems. Manage and maintain SAN architecture using (Dell Compellent and HP EVA4000 systems). Perform system analysis, design, test, and evaluation activities ensuring the integration of software, hardware, reliability, maintainability, survivability, and human requirements. Review new product releases, and make recommendations to Director of IT and Leadership Team. Manage backup operations in Indianapolis and Chicago offices using NetBackup 6.5, PureDisk, and Backup Exec 12.
- Key Results:
- Managed help desk operations, and three help desk support specialist.
- Supported and managed day-to-day operation of all business information systems in Indianapolis, Chicago and St. Louis offices.
- Responsible for maintaining and managing 50 HP Proliant BL460c's.
- Created and implemented Service Level Agreement and training procedures for IT Department.
- Assisted in managing $1.5 million dollar Information Technology budget.
- Implemented effective customer satisfaction strategies by identifying and eliminating root causes of customer problems.
- Responsible for implementing cost effective training solutions for IT Staff.
- Served as Information Systems liaison between IT department, Management and End Users regarding corporate application and systems issues.
- Implemented structured change review process for all technology and application changes affecting production systems.
- Collaborate with management to develop Business Continuity and Disaster Recovery strategies.
- Directed planned, designed, production and management of new system implementations.
- Directed small project team, including external programmer, accounting and other internal staff.
- Regularly meet with interdepartmental work group to monitor and evaluate implementation of new applications, discuss policy issues and recommend service improvement.

Education

MBA: Management, 04/2011
Indiana Wesleyan University - Marion, IN

Bachelor of Science: Business Information Systems, 04/2007
Indiana Wesleyan University - Marion, IN

Certifications

CompTIA (A+ Certification) EXIN (ITIL v.3 Certification) Microsoft Certified Solutions Associate (MCSA 2012) Microsoft Certified System Engineer (MCSE NT4.0) Microsoft Certified Professional (MCP 2000) VMWare Certified Associate – Data Center Virtualization (VCA5-DCV) Cherwell Certified Administrator Cherwell Certified Designer