JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Experienced IT leader with top-notch implementation and project management abilities. Highly organized, methodical and skilled at building consensus across high-performance teams. Well-versed in Agile planning and development. Skilled Project Manager ready to bring 25+ years of experience and take on a challenging new role. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs. Successful at motivating teams to meet demanding timelines. Well-versed in building positive relationships with customers and other stakeholders. Strong requirements gathering, scope development and inventory coordination abilities. Skilled at overseeing complex, high-value technical projects with excellent planning competencies.

SKILLS

- Project/Program Management of complex software development projects
- Virtualization
- Identity Management, Backup and Disaster Recovery, Domain Name Services, IPAKS, SMTP, Remote Connectivity, etc., in the datacenter environment.
- MS-Project
- Account Management
- Agile development methods (Scrum, KanBan)
- Business development,
- Consulting

- Content Creation, Training material
- Verbal and written communication
- Staff development
- Strategic planning
- Contract Management
- Business planning
- Budgeting
- Staff management

WORK HISTORY

01/2014 to Current **Consultant**
Ascensus – Kansas City, KS
- Engaged by Agilisys to develop credit card processing functionality for their hoteliering solution.
- Engaged by T-Mobile to improve the agile and scrum practices in their development environment and do a lift and shift of one of their key systems.
- Engaged by Gilead to manage a variety of projects in the Pharmaceutical area.
- Engaged by Microsoft to develop training material for Dynamics 365 solution.
- Engaged by Starbucks to develop a critical scheduling and workflow system to optimize mobile order preparation.
- Conferred with existing and potential customers to assess requirements and propose optimal technical solutions.
- Monitored project activities and verified team members adhered to project's budget and business standards and regulations.
- Researched latest market trends to provide current knowledge to clients.
- Resolved any issues and problems arising during project execution.
- Finalized project plans and obtained final approval from clients.
- Conducted meetings with clients to determine project intent, requirements and budgets.
- Developed detailed work plans to meet business priorities and deadlines.

01/2011 to 06/2013 **Director**
Panjiva – Houston, TX
- As the Director for Technical Services, Jessica was responsible for business development, account management and personnel management for engagements that require Business Intelligence expertise, Project Management, Technical Content Creation and specialist developer skills.
- Delegated assignments based on site plans, project needs and knowledge of individual team members.
- Built and strengthened productive and valuable industry partnerships to drive collaboration, engagement and revenue stream development.
- Worked closely with organizational leadership, including board of directors, to strategically affect direction of operations.
- Analyzed department and job-related functionality requirements to align technology priorities with business needs.
- Developed impactful and strategic partnerships with decision makers clients to drive business development.

01/2000 to 01/2011 **Software Automation Group Program Manager**
Microsoft Corporation – City, STATE
- Managed projects within the Azure cloud computing space, ranging from Edge Computing Virtualization to video delivery from blob storage through the Azure Content Delivery Network.
- In these projects Jessica fulfilled the roles of Product and Project Manager.
- Managed project portfolio within the Shared Services group of Windows Live through the PMO Jessica established
- This entailed managing 13 project managers and more than 120 projects at any point to deliver functionality in 13 areas such as DNS, Active Directory, Domain Management, Backup and Disaster Recovery, and Remote Access Services.
- Predominantly SCRUM used as methodology for Shared Services projects.
- Took multiple teams through the Waterfall to Agile conversion.
- Developed a virtualization proof of concept that allowed near-instantaneous deployment and instantiation of virtual machines.
- Founded, defined and managed development of the Microsoft Deployment Toolkit and its predecessor, Business Desktop Deployment. This solution was delivered through partner and Microsoft Service teams - it led to the creation of the deployment specialty in Microsoft Services.
- As the Business manager for the South African Government Jessica managed all service engagements, such as Enterprise and Technical Consulting, Technical Account Management, and Operations Consulting, between Microsoft and the South Africa Government.
- As a Microsoft Services Consultant, Jessica analyzed external customers' business and technical environments and developed solutions to solve their business problems and provide them with a sustainable advantage.
*Expanded resume with international experience available upon request.

EDUCATION

Masters of Business Leadership (MBL)
University of South Africa

BSc: Computer Science, Psychology
University of South Africa

BSc: Electronic Engineering
Pretoria Technicon - Pretoria, South Africa

ACCOMPLISHMENTS

- Project Management Office - Created a number of PMOs, the latest managing more than 120 projects for one of the largest online infrastructures in the world, involving a team of 13 project managers as direct reports.
- Scrum Master, Product Owner and Agile Development - As a licensed Scrum Master, Jessica has managed close to a hundred Scrum projects, either as Scrum Master directly, or as a manager and Scrum coach of managers that had to implement Scrum on their projects.
- Jessica has acted as product owner on a number of occasions, often in a combined Scrum Master/Product Owner role.
- Jessica excels at migrating teams from Waterfall to Agile.
- Software Development Methodologies - As an ISO 9000 Auditor for Software Development and Electronic Engineering, Jessica was the person responsible for taking a software development company through ISO 9001 certification.
- Jessica was also part of the international workgroup that authored the first ISO document concerning software development methodologies and processes.
- Cloud Computing - Hands-on experience within the cloud computing paradigm assures that Jessica has a great breadth and depth of knowledge in this area.
- Jessica was also responsible for projects such as Static Content Acceleration on the Azure cloud computing platform.
- When it went live, the user interface for the Content Delivery Network functionality on Azure was based on Jessica's design work and wireframes created for the purpose.
- Smooth Streaming Video - Developed a solution that allows Azure users to put their smooth stream encoded videos in Azure blob storage and distribute them across the globe with the click of a button.
- Enterprise Architecture - Expert in the area of Enterprise Architecture, specifically on the Zachman Enterprise Architecture Framework.
- While working in South Africa, Jessica was the country representative for John Zachman and his framework.