

JESSICA CLAIRE

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HIGHLIGHTS

- Enterprise platforms
- Current PMP Certification
- Project tracking
- Hardware and software upgrade planning
- Certified Information Security Manager
- User experience (UX) design
- Self-motivated
- Vast technical knowledge
- Server management
- Mac and PC expert
- Computer programming
- Highly motivated
- Resourceful
- Control system design
- Proficient multi-tasker

EDUCATION

- University of Houston**
Houston, TX • 2015
- Master of Science:** Computer & Information Science
- Top 15% of class
 - Emphasis in Cyber Security and Information Awareness.
 - Coursework in Operating Systems and System Programming
 - Coursework in Computer Networking and Information Technology
- University of Maryland University College**
Houston, TX • 2011
- Bachelor of Science:** Management of Information Systems
- Coursework in Computer Networking and Information Technology
 - 4.0 GPA

CERTIFICATIONS

- Certified Naval Information Systems Technician - First Class Petty Officer (E6)
Information Systems Security Professional (CISSP)
Microsoft Certified Systems Administrator (MCSA)
PMI - Project Management Professional (PMP)
ISA - Certified Automation Professional
Cisco
Certified Network Associate (CCNA)
Certified Network Professional (CCNP)
Certified Security Professional (CCSP)
Video Teleconference Certified Expert
CompTIA
Security+
Network+
A+

SUMMARY

Manager - Information Technology and Building Automation Systems
Versatile Building Automation System engineer and IT professional with vast knowledge of Enterprise Project Lifecycle methodology and experience to deliver insightful network infrastructure and building automation solutions. Network engineering expert with strong background in project management and product support. Proven communication skills for quality development of standard documentation, as well as genuine leadership and assistance for associates and clients.

ACCOMPLISHMENTS

- Awarded the *Navy and Marine Corps Achievement Medal* in 2010, 2011, 2012, and 2013.
- Awarded *Sailor of the Year* designation for the Pacific Naval Fleet in 2013.
- Successfully managed the network infrastructure and server environment for 150+ users and 300+ PC and network systems.
- Responsible for the training and development of 8 technicians and project coordinators within my team.

EXPERIENCE

- The Morning Star Company - Manager - Information Technology and Building Automation Systems Williams, CA • 09/2014 - Current**
- Led a cross-functional team of engineers, QAs and UX designers to develop features and fix product defects.
 - Delivered detailed feature roadmaps that included action items and project targets.
 - Leveraged in-depth understanding of end-to-end customer experience to identify pain points and latent customer needs.
 - Managed the 8-person local IT team, allocating resources to ongoing projects and enforcing deadlines.
 - Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.
 - Worked on large enterprise and business critical applications.
 - Analyzed and created new configuration for packaged software to meet business and system requirements.
 - Configured, maintained and provided trending and performance analysis of enterprise class storage systems.
 - Performed second-level support for all workstation and server class systems.
 - Served as the technical lead for server infrastructure including development, QA, staging and production systems.
 - Serviced electrical, pneumatic, mechanical and microprocessor controls.
 - Analyzed, modified and repaired digital control systems.
 - Set up, tested and configured networks, desktops, laptops and printers.
 - Created employee training materials and procedures to teach in-house workers proper software and hardware protocols.
 - Diagnosed, installed, configured and repaired computer systems and software.

US Navy - Information Systems Technician City, STATE • 06/2008 - 06/2014

- Utilized IT expertise to support communications efforts in Operation Iraqi Freedom and Operation New Dawn, focusing on network security, Microsoft-based programs, and the installation and maintenance of affiliated hardware.
- Demonstrated technical expertise to install, upgrade, and troubleshoot networks and related articles, such as video teleconferencing systems, routers, servers, computers, switches, and sound systems.
- Entrusted with confidential information to successfully develop and review specifications, standards, protocol, and inventory data, as well as keeping numerous systems encrypted.
- Maintained and monitored the server room, the wireless network and other server infrastructure.
- Set up staff workstations with PCs, Macs, phones and laptops. Translated technical specifications into detailed product requirements.
- Maintained audiovisual equipment, including overhead projectors, laptops and video conferencing equipment.

SKILLS

- System administration
- Windows Server 2003
- Windows Server 2008
- VMware
- Active Directory
- Microsoft Exchange 2013
- Large computer networks
- Linux
- Mac OS
- Microsoft Dynamics
- Access Control Security