JESSICA CLAIRE

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SKILLS

- Customer Service
- Application Support Services
- Technical Consulting
- Troubleshooting
- Data collection and analysis
- Device configuration
- Change management
- Server management
- Hardware installation
- Software installation and updates
- Computer security
- Databases management

EDUCATION

University of Phoenix
Tempe, AZ • 2015

Bachelor of Science: Information Technology (Business Analytics)

University of Phoenix
Tempe, AZ • 2011

Associate of Science: Software Engineering

CERTIFICATIONS

- CompTIA Security+ (Expires: 12/2021)
- Telecommunication & Information System Coordinator Training - 2019
- Security Technical Implementation Guide (STIG) Training - 2019
- Microsoft server 2008 certification

PROFESSIONAL SUMMARY

Skilled Information Technology Specialist with over 25 years of experience in information systems and Customer Support Services. An eager and fast learner with expertise driven initiatives in troubleshooting desktop applications and hardware devices. An experienced technical troubleshooter able to identify root causes and resolve technical problems to restore productivity. A proven Telecommunication Control Officer Representative, able to provide and support communication services for office desktops or network services. A mobile support specialist with experience in mobile software installation, encryption services and device configuration. A certified Information Technology Specialist that constantly trains in the latest trends to support future I.T requirements.

WORK HISTORY

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Pittsfield, MA • 05/2020 - Current

- Provide customer assistance in troubleshooting common or unique computer problems. Resolve technical issues to restore computer desktop operations and enterprise services. Provide user training on basic computer troubleshooting to resolve routine problems thus empowering user in basic computer skills and increasing customer satisfaction. Customer Trained: 100%
- Aid internal/external users in computer operations and network services using remote desktop tools. In a timely manner provide step-by-step instructions to meet customer demands on network support services. Resolve enterprise connection issues or services involving user's local Internet Service Provider (ISP), Domain Name Services for external connection to enterprise services. Troubleshooting: 100%
- Deployed virtual platform to test and evaluate configuration for desktop applications. Establish baseline configuration for applications to support enterprise deployment and interface with user hardware or network services. Capture and test images for deployment using image deployment services.
- Resolved customer problems with integration services involving email, network share folders, multifunctional services of print, scan, or copy using enterprise services. Provide user account management (create/edit/delete) using Active Directory services. Perform Move/Add/Change (MAC) to fulfill customer requests for computer services. Customer Support: 100%
- Install and configure Microsoft Office 365 Mobile apps for enterprise services. Perform device administration of enrollment, device account reset, device retirement, and remote wipe to support security of user information. Troubleshoot mobile device problems to restore mobile services. Perform upgrade of mobile apps and mobile operating system to maintain devices within the cyber security framework. Device Migration and Support Rate: 100%
- Using image deployment tools, install and configure operating systems to support desktop/laptop operations. Run PowerShell scripts to setup network share drives, printer services, user profile. Provide user assistance on the accessing of government applications to support the onboarding of new customers. Increased Customer Onboarding Rating: 100%
- Performed analysis on customer support practices to identify problematic trends in services or procedures that hinder the quality-of-service. Research known issues in delivery services and make recommendations for improvement in quality of services to improve customer service.
- Conduct routine software updates to maintain operating systems and applications to align with the security framework. Identify broken hardware in need of repair services or replacement, escalate service ticket and route work order for hardware maintenance or warranty services. Working with customers, provide technical advice or assistance on computer operations or best practices. Assist customers by providing documentation using easy to understand language on computer workarounds/procedures to address common computer problems or technical issues: Technical Support: 100%
- Support MacBook users, maintain iOS operating system. Install and configure VPN software for secure network services and communications using office products for iOS. Customer Support: 100%

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Plattsburgh, NY • 06/2011 - 09/2019

- Successfully performed assignment of desktop support technician by providing first-line support in resolving all technical issues; resulting in 95% uptime of all computers
- Troubleshoot software errors and hardware malfunctions by performing troubleshooting analysis to isolate root cause, document testing and analysis to develop solution to correct errors or malfunction, thus maintaining 98% organization computer readiness
- Re-image, deploy and manage workstations, provide Move/Add/Change service to support computer relocation , add or remove software, change hardware and software configuration, provide Change management support 100%
- Manage workstation updates, deploy security patches via update services to resolve security issues, routinely scan computers for security compliance, maintain desktop computer security controls to align with cyber security framework 100%
- Develop user data backup program using PowerShell scripts to enable users to safely backup working data, resulting in 0% data loss
- Process user documentation to create user network account, provide user setup of desktop profile, email configuration of user account and organizational mailboxes, map network share folders and network print devices, configure web applications to support user processing and unique hardware requirements, user support and integration 100%
- Telecommunications Control Officer, process telecommunication request for land-lines and mobile devices, provide detail statement of work of telecommunications services, complete post work verifications to finalize work to achieve customer satisfaction rate of 100%
- Routinely perform monthly audit of cellular services statement, identify and resolve all outstanding transactions or billing to maintain business standards or guidance in support of telecommunication services plan, achieving 100% audit rate
- Support sending of large files, provide training DoD SAFE website to transfer files that exceed email limitations. 100% of users trained
- Account for all computers, mobile devices, and communications equipment, perform monthly physical inventory to achieve 0% loss of government property
- Provide customer assistance in setup and configuration of software automation, troubleshoot communication equipment to diagnose and repair hardware for operational use or business presentation to large audiences, thus maintaining 95% customer service rating
- Deploy network Multi-Function Device (MFD), install and configure MFD for network printing/scanning services to support enterprise users, provide easy instructions on secure scanning of documents, demonstrate step-by-step instructions and hands-on training of installation of desktop printer to support all printing/scanning requirements (100%)
- Install Virtual Private Network (VPN) software to support users that are on temporary assignment or in remote locations. Configure VPN connection profiles to allow easy use and secure connection to enterprise network and resources. Teach and provide easy step-by-step instructions in proper use of enterprise VPN software. Personnel trained (100%)
- Apply technical education and experience to systematically identify enterprise wide or local issues. Resolve all technical problems, or escalate trouble ticket that are beyond scope of administrative authority, report and process all trouble tickets to completion (100%)
- Train and mentor users in operating systems and computer applications to increase productivity and to empower users in developing innovative ways to expedite data processing, increase document processing and completion by 50%
- Maintain user training records to manage annual cyber security training of Personal Identifiable Information (PII), Cyber Security Awareness, organization completion of training 100%
- Write and communicate general information to users of varying knowledge of information technology, produce tutorials or PowerPoint presentations to communicate to lay audience technical practices to support training on solving routine issues to develop user confidence and independence

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Pomona, CA • 04/1995 - 05/2011

- Install and configure barcode printers to support web program functions, successfully provide 100% barcoding tagging of government property
- Coordinate technical refresh of computers with zero interruption to users and data processing
- Successfully managed data center and maintained server and data center services, providing 98% uptime
- Configure, manage and provide Internet Information Services for Web hosting of online shopping cart and increased sales by 40%
- Install, configure, enterprise database for record transaction and data retention, thus reducing paper processing by 60%
- Administered and maintained Relational Database Manage System, configures and sustained database security, wrote and develop database queries, develop database backup and restoration procedures, thus reducing database backup or restoration time by 80%
- Information Systems Coordinator, first line of support in troubleshooting desktop computers, hardware, operating system, and desktop application, reduced trouble tickets by 90%
- Process all work request for workgroup permission list to provide security controls of sensitive information, successfully managed access controls with 0% information mismanagement
- Train and mentor employees in web development and programming using Dot-Net, JavaScript, Cascading Style Sheets, and Structured Query Language, resulting in reduction program modifications by 30%
- Prepares information systems for accreditation and assurance, performed security scans and analysis to mitigate threats and weaknesses, implemented server hardening using Security Technical Implementation Guide (STIG) for information systems approval and operations 100%
- Server as Responsible Officer for computer property inventory, successfully accounted for all property items with zero lost in inventory