

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Experienced Information Technology Manager well-versed in infrastructure, security planning and daily operations management. Forward-thinking and strategic leader with [Number] years of experience in [Industry]. Recognized for cost-effective system improvements, operational streamlining and positive leadership style. Successful at optimizing security standards, improving planning processes and managing systems implementation. Knowledgeable about disaster recovery planning, roadmapping and team development. Insightful Information Technology Manager with [Number] years of IT leadership experience including oversight of infrastructure, application support and security services. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations. Highly adept in request for proposal development, technology needs assessments and staff training. Strategic Information Technology Manager skilled in guiding navigation of modern technology. Accustomed to driving efficiency and effectiveness by developing, delivering and supporting strategic plans. Demonstrated skill in translating technical requirements to business solutions. Successful [Number]-year record of building positive relationships with internal and external stakeholders. Reliable employee seeking [Job Title] position. Offering excellent communication and good judgment. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level [Job Title] position in [Type] environment. Ready to help team achieve company goals. Experienced [Job Title] with over [Number] years of experience in [Industry]. Excellent reputation for resolving problems and improving customer satisfaction. Driven student leveraging studies in [Area of study] seeks real-world experience as [Job Title]. Offers strong interpersonal and task prioritization skills. Friendly student available for weekend, evening and holiday shifts. Considered hardworking, punctual and driven. Enthusiastic [Job Title] eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of [Task] and training in [Skill]. Motivated to learn, grow and excel in [Industry]. Reliable Intern studying [Area of study] seeks an internship opportunity to expand skills and gain valuable real-world experience. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Dedicated [Industry] professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## SKILLS

- Teamwork and Collaboration
- Decision Making
- Budget administration
- Security planning

## EDUCATION

University of Memphis  
Memphis, TN • 05/1994

*Bachelor of Science:* Computer Systems Engineering Technology

## WORK HISTORY

Children's Home Society Of North Carolina - Vice President of Information Technology  
Asheboro, NC • 02/2014 - 10/2021

- Communicated regularly with customers concerning data exchange and technology integration.
- Implemented and managed wireless devices, multi-site network infrastructure, business intelligence development and implementation.
- Led team for software engineering services and supported key clients in development efforts, establishing standards, determining specifications and creating Service and Operational Level Agreements (SLA) and (OLA).
- Coordinated [Type] projects, defined scope, and managed milestones.
- Interviewed, hired, trained and mentored [Number] staff by coaching daily, leading performance reviews and offering constructive feedback.
- Oversaw development and implementation of improvements to support and network operations.
- Coordinated with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose.

Edelman - Information Technology Officer  
Rochester, NY • 09/2010 - 02/2014

- Developed and led large-scale technology initiatives for long-term strategic plans and solutions.
- Configured and implemented IT initiatives to produce measurable business value.
- Reduced costs by [Number]% through effective mediation of various agreements.
- Tracked expenditures, schedule and IT systems performance progress in [Software].
- Incorporated technology guidelines, controls, processes and solutions to mitigate business risks.
- Collaborated closely with upper management to drive strategy through development and implementation of new processes.

Sawyers & Jacobs - Consultant  
City, STATE • 10/2009 - 09/2010

- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Boosted success of client's organization by improving performance, motivation, job satisfaction, hiring practices, training programs and management systems.
- Initiated success of client's organization by improving performance, hiring practices and management systems.
- Took detailed notes and kept records of program and performance progress, education initiatives and leadership.
- Delivered outstanding service to clients to maintain and extend relationship for future business opportunities.

Oakland Deposit Bank - Vice President - Technology Officer  
City, STATE • 02/1999 - 04/2009

- Configured and implemented IT initiatives to produce measurable business value.
- Developed and led large-scale technology initiatives for long-term strategic plans and solutions.
- Delivered cost-benefit analysis to weigh financial decision impact against desired outcomes.
- Tracked expenditures, schedule and IT systems performance progress in [Software].
- Coordinated with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose.