JESSICA CLAIRE

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Professional Summary

Over thirty years working in a Information Technology Division providing Customer Services to the entire organization. Skilled with documentation management in the areas of scanning, indexing, retrieving and distributing requested documents. Knowledgeable with the usage of Personal Computer and desktop software. Great team player, listening to customers, meeting productivity targets and a quick learn. Successful maintaining current knowledge of company processes and procedures. Polished in listening to customers, handling direct customer inquiries and concerns head-on, implementing customer service policies. Motivated to directly and efficiently develop proactive customers solutions and implement corrections with efficiency. Quick to learn and maintaining current knowledge of company processes and procedures .

Accomplishments

- Trained and managed administrative support team of 4.
- Trained and managed administrative support team of 10 in the development of converting paper documents into electronic documents for company-wide retrieval.
- Collaborated with technical team of 6 in the development of converting paper documents into electronic documents for company-wide retrieval.
- Trained and managed technical support teams of more than 30 technical support specialists provide company-wide support for business applications.

Skills

- Customer Services
- Application support
- Complaint resolution
- Technical Support
- Verbal and written communication
- Contract Management
- Business administration

- Leadership
- Conflict Resolution
- Organization skills
- Administrative support
- Performance improvement
- Customer service expert
- Staff education and training

Work History

Information Technology of Enterprise Apl Support, 06/2006 to 08/2016

Alaskausa Mortgage Company – Kent, WA

Directed, planned, assigned, scheduled, and managed the work of Technical Staff in line with supporting and maintaining the enterprise business applications. Responsible for managing the work of Administrative Staff for the organization to accurately create, maintain and distribute contactors contracts for Board approval, oversee the quarterly and annual payment to vendors, creation and distribution of requested employees cellular phone usage reports. Effectively communicate the negoriation with other Denver Water employees, utility companies, vendors, and governmental agencies to resolve Information Technogy related issues. Collaborate with technolical staff, business consultants, and management teams to identify business requirements, the impact to the organization and recommend solutions. Attended board meetings, managed staff meetings, and individual personnel meetings

Information Technology Mgr of Apl Development, 12/2002 to 06/2006

Denver Water Department – City, STATE

Responsible for the direcion, planning, assigning, prioritizing, development nd managging the work of Tehnical Staff in line with Electronic Document Management systems. Maintaian alaiaison with Manager of Records and Document Administration to ensure ongoing coordination of electronic storage and retrieval sysems, requirements, and status of projects.

Programmer Analyst III, 06/1996 to 11/2001

Denver Water Department – City, STATE

Assigned to work on a special project to supervise technical and non-technical employees, projectsand/or project teams in the delevopement of new applications or maintenance of existing systems using office automation products and local area networks. Ideniify problesm or error related to the job and take action to correct problems. Write/communicate annual workplans for office personnel, coordinate work procedures and activities according o workplans/goals. Communicate on-going status of projects to Management.

Knowledgeable of indexing, retrieveing and scanning documents, operation of personal computers/software and knwolegeable of the Microsoft Office suite.

Education

Master of Science: Management Information Systems

University College, University of Denver - Denver, CO

Bachelor of Science: Computer And Management Science

Metropolitan State College - Denver, CO