

Jessica Claire

EXECUTIVE SUMMARY

Junior Database Administrator skilled in database installation, configuration, performance monitoring and troubleshooting. Expert knowledge with Microsoft systems and Cisco equipment. Proven ability to quickly learn, apply new technologies and translate client requirements into valid technical solutions.

SUMMARY OF QUALIFICATIONS

- MS SQL Server
  - SQL Server Management Studio
  - MS Active Directory
  - DHCP/DNS Ethernet and Firewall proficient
  - Direct Access and VPN configuration
  - Network configuration/ support
  - Operation of IP data networks
  - Oracle VM Virtual Box
  - Windows Servers
  - IP addressing IPv4 and IPv6
  - Network Device Security
- Technical help desk experience
  - Database server, (SQL)
  - Remote systems support
  - Proficiency in TCP/IP protocols
  - Structured Query Language (SQL), intermediate level
  - Strong collaborative skills
  - Customer needs assessment
  - Windows Operating Systems
  - IP routing technologies and services

PROFESSIONAL DEVELOPMENT

MCSE (Server Infrastructure)	CCNA (Routing and Switching)
CCNA (Security)	MCP (Microsoft Certified Professional)
CompTIA A+ (Technician)	CompTIA Network+

WORK EXPERIENCE

- 08/2015 to Current

Junior Database Administrator/Analyst

Rockwell Automation, Inc. – Eden Prairie, MN

  - Plan, install and configure MS SQL server and have working knowledge of SSMS
  - Familiar with database backups and recovery strategies, assists with writing SQL scripts
  - Immediate knowledge with creating and understanding relational databases and designs
  - Routinely review security protocols to maintain data integrity
  - Tasked with importing and exporting data between different systems and platforms
  - Responsible for creating inner and outer joins
  - Ability to work with peers and other departments to provide quality services to internal and external customers

05/2015 to Current

Remote Support Engineer

Uniti Group – Metairie, LA

- Remotely assists customers with software and license reloads, troubleshoots down ports on Cisco switches
- Review system logs to determine root cause of error, analyze network statistics to diagnose and repair problems
- Identify and detect customers needs to resolve software and hardware issues rapidly
- Answer over 400+ calls per month with an 90% resolution rate for all of North America and Canadian customers
- Escalate customer product issues for evaluation to the field service engineer when issues cannot be resolved remotely
- Assist customers with equipment setup and file configuration for HP laser printers, components and drivers
- Coordinate sending damaged equipment to the bench for repair

08/2014 to 08/2015

Windows Systems Engineer

Sungard Public Sector – IN, State

- Installed and configured servers, server roles and features, hyper-V and active directory
- Configured file and print servers, group policy objects, network services and policies
- Configured file and storage solutions, design and implement network access services
- Designed and implemented MS Active Directory infrastructures (logical and physical)
- Configured Direct Access and VPN connections
- Handled technical troubleshooting while utilizing various remote support tools to resolve issues

08/2011 to 05/2015

Quality Assurance Coordinator IV

Philips Healthcare – City, STATE

- Regularly evaluated service records to determine if events warrant a formal complaint or incident report
- Demonstrated superior analytic skills by providing thorough review of service events completed by field personnel
- Strong regulatory background includes knowledge of current federal guidelines, FDA CFR: 820.100 and 820.198 and 820.200 regulations
- Ensured service records for service on medical equipment is maintained at the quality level and standard prescribed by the organization
- Diagnosed problems, applied effective solutions and determined follow-up actions with minimum direction
- Assisted Tier 2 and Applications support teams to resolve issues remotely using tools such as RSN (remote service network)

09/2006 to 08/2011

Product Support Rep II

Philips Healthcare – City, STATE

- Provided technical remote support for Philips Medical Computer Tomography Equipment
- Troubleshoot network connectivity issues via PRS custom software
- Utilized Clarify CRM, Lotus Notes, SAP, internal information and solution databases
- Effectively communicated procedural changes, updates and provided written documentation for point of reference as a member of the communications team
- Led, Managed and Trained Life Solutions Quote Desk team in Siebel CRM and updated configurations
- Handled 30+ technical/mission-critical calls daily and consistently met high service standards

EDUCATION AND TRAINING

Master of Business Administration: Technology Management  
American Intercontinental University - Dunwoody, Georgia

Bachelor of Science: Computer Information Systems  
Herzing University - Atlanta, Georgia