

# Jessica Claire

Montgomery Street, San Francisco, CA 94105 (555) 432-1000 resumesample@example.com

**SUMMARY** Experienced Information Technology Manager committed to maintaining innovative technical skills and up-to-date industry knowledge. My excellent problem solving skills, diagnostic ability and communication skills are assets that allow me to excel and adapt to virtually any situation.

**HIGHLIGHTS**

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

**ACCOMPLISHMENTS**

**EXPERIENCE** **INFORMATION TECHNOLOGY MANAGER** 01/2007 to CURRENT

**Kuecker Pulse Integration | Pittston, PA**

- Responsible for maintaining budget and implementing all new technologies within the firm.
- Integral part of technology team responsible for implementing and migrating Accounting and Billing system upgrade Managed firewall, network monitoring and server monitoring both on- and off-site.
- Recommended architectural improvements, design solutions and integration solutions.
- Trained members of IT team regarding network security and troubleshooting of data circuits.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Managed Migration from Exchange 2003 to Exchange 2010 Manged Migration from Windows XP and Office 2003 to Windows 7 and Office 2010 Managed and deployed Office 2010 to Office 2013 upgrade Managed migration from Physical Servers to VMWare ESXi Virtual Server environment Responsible for managing all IT related vendor and telecommunication contracts Manage all IT Vendor relationships Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.

**TECHNICAL PROJECT LEAD**

11/2005 to 01/2007

**Ansys | Beltsville, MD**

- Responsible for Maintaining Client relationships and Technical Integrity of the Infrastructure
- Responsible for Managing Engineers assigned to Client projects, Including time management, time approval and resource scheduling Successfully migrated a Novell 6.0 Cluster with Groupwise to a Novell 6.5 Cluster Responsible for ensuring timely completion of projects Responsible for Managing IT Department at specific client sites,including Helpdesk management.

**SYSTEMS ENGINEER**

01/2004 to 11/2005

**Kord Technologies | Valley Forge, PA**

- Install, Support and maintain Novell, Windows NT 4.0, Windows 2000,Windows 2003 servers.
- Maintain and Patch over 800 servers in the current environment.
- Manage implementation of new infrastructure from the Server Side, and co-ordinate with various teams to ensure deadlines are met.
- Assisted in stabilizing Novell Groupwise 6.5 installation.
- Implemented and maintained a SQL Cluster in a Microsoft 2003 Server environment.

**NETWORK ANALYST**

10/2001 to 10/2003

**Call Rail | Atlanta, GA**

- Managed and supported Novell 4.x and 5.x Servers, Windows NT 4.0 and Windows 2000 Servers, Citrix.
- MetaFrame XPa, GroupWise 5.x.
- Second level support for all PC and Network related issues.

**NIGHT DESK SUPERVISOR**

07/2000 to 04/2001

**Raytheon Technologies Corp | Eielson Air Force Base, AK**

- Supervise two additional employees and responsible for all issue escalations and follow up.
- Manage all projects and ensure on-time completion.
- Manage client relationships.

**SENIOR NETWORK ENGINEER**

08/1999 to 07/2000

**Call Rail | Atlanta, GA**

- Responsible for all LAN/WAN Infrastructure.
- Evaluate, purchase, implement and maintain all Novell and Windows NT Servers.
- Manage Cisco Switches and Routers and all WAN T1 Connections.

**NETWORK ANALYST**

04/1997 to 06/1999

**Apogee | Philadelphia, PA**

- Support 130+ Novell Servers and NDS Directory Structure.
- Responsible for upgrading and maintaining.
- servers as well as all workstation clients.

**NETWORK SUPPORT SPECIALIST**

11/1993 to 04/1997

**Bearcom | Garland, TX**

- Responsible for All Software, hardware, Network, phone system and voicemail installation and support.
- Planned move of company to include all Network and electrical wiring as well as Phone system.
- move/upgrade.

**SERVICE MANAGER**

09/1988 to 11/1993

**Applied Computer Technologies Of Illinois | City, STATE**

- Install and maintain all customer systems, network installations and rollouts of all new computer systems.
- Supervised 3 additional technicians.

**EDUCATION** **Associate of Science** | Business Administration 1996

**McHenry County College, Crystal Lake, IL**

Business Administration

**INTERESTS** Algonquin Argonauts Football Board of Directors, Secretary Algonquin Argonauts Football, Assistant Coach/Offensive Coordinator

**ADDITIONAL INFORMATION**

- AFFILIATIONS Algonquin Argonauts Football Board of Directors, Secretary Algonquin Argonauts Football, Assistant Coach/Offensive Coordinator

**SKILLS**

Accounting, backup, Billing system, budget, Citrix MetaFrame, Excellent communication, hardware, contracts, Client, clients, documentation, electrical wiring, firewall, Groupwise, Novell Groupwise 6.5, GroupWise 5.x, help desk, LAN, Managing, access, Exchange, Windows 7 and Office, Office, Windows, Windows 2000, Windows NT, Windows NT 4.0, Windows XP, Migration, NDS, network security, Network, Novell 6.0, Novell 6.5, Novell, Novell 4.x, Novell Servers, Phone system, policies, problem-solving, processes, Routers, scheduling, Servers, SQL, Cisco Switches, T1, telecommunication, time management, troubleshooting, upgrades, upgrading, upgrade, WAN