

# Jessica Claire

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## PROFESSIONAL SUMMARY

Resourceful System Administrator consistently responds to wide range of technical challenges with focused and creative approach. Highly effective at problem solving and decision making. 10 years of progressive IT experience.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude.

Willingness to take on added responsibilities to meet team goals.

## SKILLS

- Analytical and Methodical
- Multitasking and Prioritization
- Interpersonal Skills
- Startup and Shutdown Management
- Hardware Installation
- Controls Recordkeeping
- Team Collaboration
- Technical Troubleshooting
- Cloud Management
- Attention to Detail
- Permissions and Access Control

## WORK HISTORY

### SENIOR INFORMATION TECHNOLOGY SPECIALIST 06/2017 to CURRENT

#### City Of Clovis | Clovis, CA

- Manage technical direction project through the design, implementation, and testing in accordance with project objectives.
- Manage a team of technicians that operate, maintain, and administer computer networks and related computing environments including computer hardware, software, and related documentation in accordance with IT best practices.
- Interface with customer, technical staff, team members, and management to identify issues, negotiate changes, meet deadlines, and provide strong customer service both orally and in writing, as appropriate.
- Track and support periodic hardware and software upgrades. • Work closely with support partners to promptly resolve incidents.
- Manage ticket-workflow through multiple Department of Defense organizations in support of G2 Army users.
- Attend onsite/offsite meetings to include teleconferences (travel may be required).
- Draft and maintain site documents to include Standard Operating Procedures and Concept of Operations.
- Generate daily status reports for customers involving project updates, infrastructure metrics, and ticketing trends.
- Generate weekly status reports to the Program Manager to include risk identification/mitigation, project updates, and ticket trends.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Brokedown and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Analyzed application user issues to identify troubleshooting methods needed for quick remediation.
- Configured hardware, devices, and software to set up workstations for employees.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Patched software and installed new versions to eliminate security problems and protect data.
- Configured hardware, devices, and software to set up workstations for employees.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Maintained energy and enthusiasm in a fast-paced environment.
- Used Microsoft Word and other software tools to create documents and other communications.
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Maintained flexible schedule and responded to after-hours and weekend emergencies.

### HELP DESK SUPPORT SPECIALIST 11/2010 to 04/2017

#### Belmont Village | Carol Stream, IL

- Provide Technical support to customers who need advice assistance, and training in applying hardware and software systems.
- Perform set-up, configuration, installation imaging, and testing new or upgraded IT hardware/ software, PCs/laptops, printers, networks devices, switches, servers, routers hub, and connectivity Apply any needed patches and security policies, perform maintenance and repairs on computer hardware including backup, recovery and equipment cleaning.
- Support users, email clients and services, print/file servers, network connectivity, cabling remote access, user permissions, file backup, operating system upgrades, and moves/adds/changes. Research, evaluate and provide feedback on problematic trends and patterns in customer support requirements.
- Troubleshoot and correct miscellaneous IT Operations Issues. Conduct technical requirements identify/ collection, deploy IT equipment through the established inventory management process.
- Provide support for NTIS' information technology Infrastructure and work on IT Operations Infrastructure projects either independently or in conjunction with other IT personnel.
- Document technical activities in requirements, design, and implementation specifications, user documentation, and other specification. Provide telephone, drop-in, and ticket-based (OnTime) support for employees needing help with technical issues on-site and remotely.
- Support the SSA contact to set up the workstation and configuration of all the SSA machines and shipping systems and support t the SSA user software.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Brokedown and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Installed new desktop systems and migrated data to new machines.
- Responded to inquiries by phone, email, and walk-up requests.
- Provided end-user system and equipment training.
- Patched software and installed new versions to eliminate security problems and protect data.

### INFORMATION ASSURANCE SPECIALIST /MULTIMEDIA SPECIALIST 06/2005 to 09/2010

#### Army Management Staff College | City, STATE

- The point of contact for all aspects of Information Assurance, computer network defense, network security, video teleconferencing, multimedia processing, and data networks within Army Management Staff College multimillion-dollar IT enterprise.
- Provides technical research, design, installation, configuration, and integration of the latest commercial technology with existing communications infrastructures.
- Manages technical security antivirus software patches, conducts vulnerabilities scans, and electronic system-wide pushes of new technologies implemented across the Army IT Enterprise.
- Develops technical solutions ensuring coordination with site technicians, recommending equipment procurement, scheduling, and presenting updates to senior management.
- Responsible for identifying and supporting IA certification, accreditation, and security issues.
- Maintains extensive, up-to-date knowledge of the community data network architecture.
- Responsible to ensure that network resources, including websites and community mail sites, are secured and updated. Coordinates the information assurance/information systems security training requirements for network devices
- Monitored computer virus reports determining when to update virus protection systems.
- Carried out day-to-day duties accurately and efficiently.
- Maintained equipment in good working order for AMSC-wide use.
- Conducted security audits to identify vulnerabilities

## EDUCATION

### Associate of Science

#### Northern Virginia Community College, Annandale, VA

AVCS Cloud Practitioner - Not Certified

#### Digital Cloud Training

Certification | CompTia A + Certification

01/2019

#### Pearson IT Certification

### High School Diploma

06/1990

#### Cardoza High School , District Of Columbia