

JESSICA CLAIRE

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QUALIFICATIONS

Languages: SQL, UNIX Shell Scripting, XML, PL/SQL

Databases: MS SQL Server, MS Access, Oracle 10g/9i/8i

Tools: MS Office Suite, Word Perfect Operating Systems: Windows XP/2007/8, Sun Solaris 9.0/8.0, Linux 8.0

Business Intelligence: Crystal Reports XI and XIR2 Web Design: Vignetter, Dreamweaver

EDUCATION

University of Monroe (Formerly Northeast Louisiana University)
Monroe, LA • 1989

Bachelor of Arts: Fashion Merchandising/Marketing
Fashion Merchandising/Marketing

National Center for Paralegal Training
Atlanta, GA • 1995

Associate of Applied Science

PROFESSIONAL PROFILE
Talented IT professional specializing in leading high-performing and multi-disciplinary teams from product development through successful product launches. Accustomed to managing multiple projects and priorities in fast-paced environments.

SKILLS
administrative, content, client, clients, client interaction, excellent customer service, customer service, customer support, databases, documentation, features, leadership, marketing, messaging, processes, programming, progress, quality, safety, UI design, websites
** good communication skills with excellent leadership qualities** strong analytical skills and logical thinker ** able to multi-task and still provide thorough and accurate results** detail oriented** fast learner and adaptable to changing environments** good organizational and problem solving skills

EXPERIENCE
Crowe Horwath - Database Developer
Costa Mesa, CA • 2015 - Current

- Worked on large enterprise and business critical applications.
- Gathered and analyzed performance metric data.
- Microsoft Visual Studio (strong experience)
- SSIS
- SSRS
- SSAS
- Created cubes, dimensions and business critical KPIs using SQL Server Analysis Services
- Developed detailed and summary reports using SQL Server Reporting Services
- maintenance and support for existing reporting
- database maintenance, deployments and performance monitoring
- writing T-SQL, writing stored procedures, SSIS packages for batch jobs
- Designed, developed, and implemented SQL Server database used for reporting, along with procedures to extract, transform and load data from production OLTP databases. Developed T-SQL stored procedures, user-defined functions, views and ad hoc queries to support reporting requirements. Supervised two other developers and streamlined processes to greatly increase the group's efficiency, resulting in fewer resources needed to support the same workload. Worked with other departments to assess and support their reporting needs, maintaining good relationships with department heads to continuously support changing report requirements. Created and maintained geospatial data using MapInfo for all localities in the contiguous 48 states and automated mapping processes using MapInfo MapBasic. Developed reports for new databases often with little or no application or database documentation
- Developed reports using Crystal Reports, SQL Server Enterprise Manager and Reporting Services
- Developed software applications to facilitate and automate common data extraction tasks and printing Crystal reports.
- Proactively identified and resolved data quality issues in production databases, where appropriate.

Weyerhaeuser Company - Site Operations Manager
Santa Clarita, CA • 2008 - 11/2014

- Created innovative and intuitive product features such as [Example].
- Completed an average of [Number] personal UI design, code reviews, and programming projects each quarter.
- data feeds from inception to over 300 feeds
- created process
- worked with developers worked with product team and 3rd party providers.

Motorola Solutions - Product Manager
Kentucky, AR • 2006 - 11/2007

- Partnered with the marketing team to translate product features into customer value propositions to be used in consumer messaging.
- Led the development team that created the web and mobile user interfaces for [Product name].
- Translated technical specifications into detailed product requirements.
- Led communication with stakeholders regarding product goals and progress made.
- Translated business goals, feature concepts and customer needs into prioritized product requirements and use cases.
- Created innovative and intuitive product features such as [Example].
- Established criteria for each milestone within the product roadmap as a means to measure developmental progress.

Walkme - Professional Services Manager
Denver, CO

- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Provided an elevated customer experience to generate a loyal clientele.
- Worked closely with product team to develop and maintain content.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Facilitated inter-departmental communication to effectively provide customer support.
- Met all customer call guidelines including service levels, handle time and productivity.
- Managed more than 10 customer service staff
- Optimized client interaction and followed through on client issues which increased client satisfaction and earned a reputation with clients for providing excellent customer service.

Adient - Production Manager
West Point, GA

- Developed training materials and procedures.
- Recommended and executed quality improvements for production and product quality.
- Drove daily production activities with effective communication and leadership.
- Managed documentation of and training on production procedures and work instructions.
- Implemented performance, quality and efficiency measures to achieve aggressive production goals.
- Designed new processes that increased the overall production of the team by 25% in one year.
- Worked closely with developers to create applications for clients and internal users to update the content on the websites.