

# Jessica Claire

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## PROFESSIONAL PROFILE

- Versatile IT professional with more than 10 years experience applying people, process, problem and technical skills to improve individual, team and organizational performance
- Vast knowledge of Enterprise Project Life-cycle methodology and IT Service Management which include two successful Enterprise Resource Planning Systems being System Application Program (SAP and Mincom Management Information System (MIMS)
- Passionate about people development through purposeful mentorship and have motivated team members to earn significant IT Certifications in ORACLE, UNIX, Microsoft suite and SAP
- Professionally recognized and received a top award for best implemented Enterprise Resource Planning System - SAP in 2007
- Current CISA (Certified Information System Auditor )Certification as well as ITIL and Prince2 Certifications

## KEY SKILLS

- IT Service Management based on ITIL principles
- Project Management based on Prince2 and PMP Principles
- Systems Development using the Waterfall framework
- Working knowledge of Enterprise platforms such as SAP, HP-UNIX and ORACLE DBMS
- SAP Authorizations
- Business Process and requirements analysis
- Risk management
- Superb communication skills
- Microsoft Office Suite

## CORE ACCOMPLISHMENTS

- Directed multiple IT projects for Pretoria Portland Cement , each with more than 100 users.
- Led a diverse team in the migration of Cobol-based legal systems to an integrated SAP platform
- Took over an SAP Implementation project which was abandoned and \$500 thousand over budget; revised project scope and plan which led to as successful implementation
- Spearheaded a company-wide innovation initiative resulting in the introduction of an ITIL Based service desk in the company
- Successfully managed changes to legacy systems to be Year 2000 compliant within time and budget
- Successfully managed the integration of SAP and Weighman applications

## PROFESSIONAL EXPERIENCE

**INFORMATION TECHNOLOGY MANAGER** 03/2001 to 06/2013

**Perspecta Inc. | Santa Clara, CA**

- Overseeing the team that supports the Information Technology Infrastructure catering for 300 users
- Defining IT strategy and drafted a comprehensive road-map to align to Business Strategy .
- Managing diverse teams, allocating resources to ongoing projects and enforcing deadlines in two Enterprise Resource Planning Implementations.
- Hiring and training of team members comprising of Database Administrators, Network Administrators and Business Analysts
- Developing procedures for the emergency response and crisis management, physical security, information protection, incident management and investigation units.
- Defining project plans and deliverables and monitoring status of tasks.
- Drafting action plans and leading meetings with department executives to review project status and proposed changes.
- Managing IT projects annual budget of US\$5.5 million to deliver projects on time and within scope
- Delivering status reports to stakeholders for budgeting and planning purposes.
- Serving as the single point of contact for project scheduling and Chairing the Change Advisory Board.
- Coaching and mentoring team members to ensure relevant and up to date skills

**SYSTEMS ADMINISTRATOR** 03/1999 to 07/2001

**Sungard Public Sector | Wilmington, DE**

- Coordinated hardware and software installations and upgrades to ensure efficient work performance in accordance with company policy.
- Analyzed, logged and tracked complex software and hardware matters of significance pertaining to networking connectivity issues, printer, server, and application to meet business needs.
- Coordinated and monitored troubleshooting to isolate and diagnose common system problems
- Documented system events to ensure continuous functioning.
- Coordinated testing, upgrade and configuration of system files and services.
- Ensured changes were in accordance with appropriate operating procedures.
- Utilized standard corporate tools to record changes, service requests, and problem activities for tracking purposes.
- Added user accounts, troubleshoot issues with users and monitored usage on the printing management system.
- Troubleshoot and resolved Internet connectivity and general software and hardware issues.
- Identified product problems and strengths and collected data on the customer experience.
- Completed regulatory, pre-implementation and risk-based audits to achieve business objectives.
- Tested the design and effectiveness of internal controls by completing walk-throughs of complex business processes.
- Developed metrics used to determine inefficiencies and areas for improvement.

**SYSTEMS ANALYST** 06/1984 to 02/1999

**Avon Rubber | Lexington, KY**

- Developed and demonstrated prototype software, and participated in both operational analysis and software development.
- Interacted with customers, both onsite and offsite, gathering requirements and data, writing and presenting briefings, a
- Contributed to technical team activities (design, modeling, prototyping, coding, testing, and documentation) in full-life cycle of products
- Work with the CRM Implementation Team to document process improvements.
- Provide end-to-end data analysis, documentation to map data, workflow, and processes from disparate sources.
- Worked with users to analyze current business processes and procedures to help identify gaps and areas for process improvement.
- Worked with the user to define and document the "As-Is" and "To-Be" business processes, business rules, and assist the CRM Implementation Team in defining business process requirements and specifications.
- Led a team of programmers in coding and testing on basis of test scenarios identified
- Led quality assurance reviews to ensure development work was as per the standard.
- Attended Change Advisory Board Meetings to present changes and managed Change Control documentation
- Trained users to use systems

## ACADEMIC BACKGROUND

**CISA | CERTIFIED INFORMATION SYSTEM AUDITOR** 2012  
**ISACA, Rolling Meadows, Illinois**

**MBA | BUSINESS MANAGEMENT** 2000  
**UNIVERSITY OF SOUTH AFRICA, Pretoria, Gauteng**

**Bachelor of Arts | STATISTICS AND MATHEMATICS** 1982  
**UNIVERSITY OF BOTSWANA AND SWAZILAND, Kwaluseni, Manzini**

**PRINCE2 | PROJECT MANAGEMENT** 2012  
**APMG-INTERNATIONAL**

**ITIL FOUNDATION | IT SERVICE MANAGEMENT** 2011  
**APMG-INTERNATIONAL**