

Jessica Young

Phone: (949) 353-3278 Email: iamjessicay888@gmail.com

MICROSOFT CERTIFIED IT PROFESSIONAL MCITP/MCSA

- Central Texas College graduate offering a strong academic background in IT combined with excellent extensive administrative, customer service, business development, and sales experience.
- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Ability to quickly learn and master new technology; equally successful in both team and self-directed settings; Knowledgeable in a range of computer systems, tools, and information security.

Education

Ocean View High School- Huntington Beach-CA

Central Texas College – Fort Hood, Texas- Server Administrator Certificate 2013

Microsoft Certified Information Technology Professional MCITP CERTIFICATE

ITNW 1458 Network + (Cisco) ITNW 1416 Network Administration (Microsoft)

ITNW 2454 Internet/Intranet Server (Microsoft) ITNW 1454 Implementing & Supporting Servers (Microsoft)

ITSY 1442 Information Technology Security- Security +(Cisco)

Saddleback College- AA/BA Business Administration, Mission Viejo, CA

Information Technology Summary/ Computer Systems

Certifications	Microsoft System/Server Administrator Certification Certificate MCITP
Systems:	Microsoft Windows Server 2012, 2012r, 2016, 2019 Mac OS, PowerShell, Linux/Unix, Solaris , Fedora
Databases:	Active Directory, Access, AS400, RAID 0,1,5 + Hot Spare FellowshipOne, SQL, Big Database, Oracle.
Software:	QuickBooks, Peach Tree, Thomson Elite, Approval Manager, Microsoft Office 2003, XP, 2007, 2010, 2013 Evernote, Adobe Acrobat. MS Edition 2019 AWS, Salesforce, Google G Suite, Office 365, Zoom, Docusign, SAP Concur.

Administrative / Accounting / Billing/ Sales and Customer Service Experience

Contract Driver /Customer Service Representative (11/2018-03/2020)- logistics, communications, regional, deliveries, and multiple local countywide distributions. Strict adherence to company policies on start to finish work time. Organization and prioritization of scheduled deliveries daily. Consistent summary reports of completed work performance and excellent customer service. Customer collections, customer account maintenance, customer communication solutions and customer retention.

Saddleback College M.V. C.A. Business Administration (10/2017-08/2018)

St. Mark Presbyterian Church – Newport Beach, CA Contract Position Database Assistant (06/2017- 09/2017) Optimized the database software FellowshipOne (F1) to maintain membership files and data. Collaborating with the business support team to develop and maintain accurate information and functionality of the FellowshipOne database, its programs, and training for the business staff and leadership. Assisting in creating a training foundation for staff and the business leadership to be able to best utilize (F1) functionality. Reports and queries created through (F1) database. General office support such as receiving, distributing mail, answering incoming calls, Assisting with the answering and management of the phone systems, running errands, bank deposits, and bookkeeping.

24 Hour Home Care - Irvine, CA Direct Hire Temporary Project Administrative Assistant (11/2016 - 05/2017): Responsible for telecommunications, processing authorizations for nursing intake, human resource processing, and application integrity. Maintained updated, restored, and reorganized electronic files, all while maintaining clients and caregiver's confidentiality. Demonstrated initiative, resourcefulness, and attention to detail. Application of my innovative and unique problem-solving skills.

Administrative/Database Various Contract Positions (09/2014-10/2016)

Professional Fiduciary Association of California/Non-Profit - Laguna Beach, CA Contract Position Membership Management and Communications Coordinator Contract Position (06/2014 - 09/2014) Provided Membership Management Services for over 600 PFAC Members. Administrative support for the Board of Directors of Professional Fiduciary Association of California. Tasks include but not limited to: member management, new membership application acceptance, processing, and approval. Creating and altering invoices, documents, proposals, and PDF's. Member account receivables and payables. Responsible for Board of Directors meeting minutes and meeting room physical and technical setup. Processed membership dues and renewals. Maintained member tracking of Continuing Education units. Assistant and appointed liaison to the PFAC annual conference and to the primary webmaster. Writer, creator, and designer of the monthly and quarterly PFAC newsletters and e-mail blasts. I utilized my certified training in information technology, and as a server administrator, and computer networking geek to add ease and stability to the overall functionality of this organization.

Precision Discovery/ Computer Forensics- Irvine, CA Contract Position Administrative Assistant (01/2013 - 07/2013) Provided key billing and administrative support for over 75 staff members comprised of Business Developers, Project Managers, Billing Managers, Managing Directors, Engineers, Computer Programmers, Electronic Data Collection team, Computer Forensics team, and Media Management Department. Duties include but not limited to: Assisted executive meetings and travel scheduling. Assisted in the responsibility of resourcing and outsourcing business functions. Accounting for costs and time billing. Deferral and collections account maintenance. This position required organization, time management, and multi-tasking at high intensity for a 10 day in every month data collection and billing for cycle end. multi-tasking and problem-solving skills. Also attained new software application skills.

ADORN* Mobile Beauty Services- Santa Ana, CA General Manager (10/2004 - 01/2012) Sales, accounting, bookkeeping, marketing, SEO marketing, and advertising. Marketing using Twitter, Instagram, and Facebook social media platforms. Extensive buying and selling through eBay. Website creation, design, development, and maintenance. Customer acquisition, service, and retention.

Hope International University- Fullerton, CA Student Account Counselor (Summer/Fall Semesters 2003) Responsible for the functions, maintenance, and collections of Graduate Student Financial accounts. Graduate Student loans, financial aid, grants, grant applications and processing. Graduate students scholarship programs applications and processing as they related to the student's tuition. Face to face Graduate student financial counseling, collections and mentoring. I worked in collaboration with other related department offices at Hope University. I also insured that the functions that were performed were following the Federal laws and State laws of California Universities policies and procedures.