

Jessica Wheeler Russell

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PROFILE

I am a self-motivated professional programmer with strong project management skills, seeking a position in a stable, growing, company. My ideal position would allow me to use my software development skills to aid the company in offering more, and better, products to clients, and allow me to express my own interests through work.

SKILLS

Programming Languages

- Javascript, jQuery, HTML5/CSS, Assembly (MIPS), C# & C++, Classic ASP, Java

Software

- Experienced with database development & management tasks in MS SQL
- High Proficient with MS Windows Operating systems & MS Office Suite
- Version Control Tools such as Workbench
- SQL Service including SSIS, SSRS.
- Microsoft IIS and AD

Other Skills

- Software Quality Assurance and Maintenance – investigated errors in software code and performed repairs both at time of release and over time
- Web Server Development
- Project management – organizational, time management, and workload balancing skills
- Outstanding written & verbal communication skills, both internal and customer facing
- Dedicated to putting out the best product possible, in a timely and professional manner.
- Experience working in an Agile environment

EXPERIENCE

Systems Development SPECIALIST V

July 2017 – Current

NH Dept of IT – Embedded within Dept of Corrections

- Gathered business requirements for, and designed, developed and maintained Web applications for Agency users.
- Designed, Built, and managed Agency Intranet pages as front-end development
- Enhanced existing intranet pages to promote efficiency and correct existing flaws
- Designed test plans for and performed unit testing on developing projects
- Built and maintained complex SQL relational databases to support business applications and agency reports
- Designed mobile responsive front end for client used systems.
- Proposed and lead the implementation project for an internal knowledge base
- Stood up and Maintained web servers including managing IIS

Solutions Specialist

April 2015 – July 2017

Xinnovation

- Designed, developed, and executed client solutions
- QA testing, issue tracking, and troubleshooting.
- Worked with team members to develop data retrieval for proprietary software
- Managed client data using SQL queries, XML, and Excel.
- Assisted in hiring and training new team members.
- Manage internal Xinn knowledge base system, Microsoft Dynamics CRM 2016.
- Lead the project to research, present, and implement an internal knowledge base.

Senior Broadband Provisioning Representative

Sept 2010 – Jan 2015

Granite Telecommunications

- Worked with IT & Development teams on QA tasks for major upgrading to proprietary software
- Project management for the department
- Documented workflow processes for training and reference
- Acted as a liaison between clients and internet providers, managing client accounts and handling tier 2 issues.
- Supervisory functions as needed, including new hire training

NON-CAREER EXPERIENCE

Merrimack Valley School District – School Board

Oct 2020 - Current

*Board Member At Large***SURJ – Showing Up for Racial Justice**

Jan 2018 - Current

*Member / Volunteer***Political Campaign Work**

Jan 2020 – Nov 2020

Volunteer / Organizer

EDUCATION AND CERTIFICATION

Microsoft

Oct 2021

- Certificate of completion – Developing ASP.NET Core MVC Web Applications

Boston University

Dec 2015

Boston, MA

- Bachelors of Science – Computer Science

University of Massachusetts – Amherst

August 2010

Amherst, MA

- Bachelors of Arts – Japanese Language & Literature

REFERENCES

Keith Johnson, Systems Development Specialist Department of Corrections

(603) 486-6232

Matthew Hanson, Technical Support Specialist VI Department of Information Technology

(603) 748-0884

Sarah Robinson, Education Justice Campaign Director for Granite State Progress

(603) 568-2741