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# JESSICA CLAIRE

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## SUMMARY

As a proud Microsoft employee, I'm driven by Customer obsession, Growth Mindset and One Microsoft principles. In every position I've had at Microsoft, my guiding principle has been taking customer feedback and advocating for cross-organizational initiatives to unite the ecosystem to provide the best possible product, services and support experience for our customers. Combining my technical knowledge and experience with my excellent communication, problem solving and strategic planning skills, I have been on the front lines providing dedicated engineering support; delivered and created Services global portfolio offerings; architected and delivered cloud migration engagements; driven our critical watch-list customers through Get to Green programs and built proactive outreach scale models to empower the entire Microsoft ecosystem from account teams, support, services and product engineering teams with visibility, awareness, data and actionable guidance to improve customers' Skype for business and O365 experience.

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## SKILLS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

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## EXPERIENCE

### Consultant, 02/2016 - Current

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- Enterprise Communications Global Practice), Microsoft Accepted a position in ECGP, specifically to help develop and expand the "Get Healthy" program as well as act as a Solutions Architect for pre-sales, artefact and delivery activities on these engagements.
- My key contribution to date has been taking the on premises framework and content and developing the hybrid and Online frameworks and content.
- The program will go live at the end of July at which point our focus will be around training global delivery resources.
- I have worked on PG escalations with large customers like 3M in their Online "Get Healthy" efforts, as well as engaging with customers like Alcoa (SfBOnline), Aon (O365Dedicated), Lubrizol, AllState (on premises) to scope, customize and deliver "Get Healthy" offerings Assisted with AirLift deliveries as well as conducting technical interviews for Consultant and Architect level candidates.

### Premier Field Engineer, 06/2013 - 02/2016

at Birmingham, AL,

- DSE workload of at least 1600 hours as well as assisting on many transactional engagements, specifically Risk Assessment as a Service and Office 365 Network Performance assessments for customers like Delta Airlines.
- I worked with two dedicated customers, and many transactional customers to analyze performance issues, and assist with getting their environments healthy using RaaS, but primarily ongoing KHI and CQM analysis and SCOM alert tuning, and helping them move to more real-time methods such as StatsMan and Call Quality Dashboard As part of the AIG O365 team who recently achieved a 40 million dollar O365 deal, I was the Lync DSE on the AIG account for two years and they have just renewed their Lync DSE contract for another two years.
- I focused on helping them stabilize their environment and starting to position them for successful hybrid environments as part of their O365 strategy.
- I worked as the DSE for multiple other customers helping them transition from IM & P to replacing AT&T conferencing company-wide (with enterprise voice capabilities, analysis and correction of all performance and call quality issues, as well as assisting them with merger/acquisition scenarios and successful consolidation/migration of two Lync environments Assisted on transactional engagements for Citrix, Carnival Cruise Lines, Florida Hospital, Diebold, Kelloggs Company and provided back up for other PFEs covering Amazon, Visa, Mastercard, Humana, Deloitte, King County and State of Washington.
- Volunteered for MySkillsForAfrika, and assisted the Botswana Innovation Hub with their Skype for Business deployment.

### Lead Application Engineer, 01/2009 - 06/2013

Keste at , ,

- Responsible for designing and engineering unified communication solutions.
- Lead Lync Application Engineer.
- Completed migration from OCS 2007 R2 300 user deployment to on-premise Lync 2010 deployment for 25K user capacity with IM, presence, group chat, federation, PIC, audio-video collaboration and Cisco/Tandberg integration functionality.
- Also completed acquisition and integration of Morgan Keegan's Lync 2010 environment.
- Designed Lync 2013 architecture and completed Polycom integration with RMX and DMA infrastructure.
- Additional responsibilities include mobile device management solutions design and implementations, including Blackberry, Good, ActiveSync and MobileIron.

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## EDUCATION AND TRAINING

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**Associate degree:** , 1998

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**University of Stellenbosch and Nelson Mandela Metropolitan University** - ,

GPA:

**Matriculation Certificate:** , 1996

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**Collegiate Girls High School** - ,

GPA:

**MCSE:** Communication, 07 / 2018

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GPA:

Communication

**Microsoft Â License: F372-7058 MCSA: Office 365 - 07 / 2015 - 07/2018 Microsoft Â License: 10013480:**

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GPA:

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## SKILLS

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go live, Architect, audio, Cisco, Citrix, Consultant, content and developing, content, delivery, designing, Engineer, focus, Hub, Innovation, Office, migration, Enterprise, Network, Quality, real-time, Risk Assessment, sales, strategy, video

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## ADDITIONAL INFORMATION

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- MCITP: Lync Server Administrator 2010 - 05 / 2013 Microsoft Â License: 10013480