

Jessica Claire

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SUMMARY

Dedicated engineering technician with 17 years of experience in designing, developing, and repairing machines and electrical equipment. Hardworking and passionate with strong organizational skills, ready to help the team achieve company goals.

SKILLS

Problem-solving

Disaster recovery

Virus protection

Technical troubleshooting

System testing

Network security

Hardware installation

Performance monitoring and optimization

Verbal and written communication

Software management

User support

Permissions and access control

Router installation and optimization

Quick learner

Mobile device management

Cloud management

Workstation maintenance

Firewall management

Decision making

Infrastructure upgrades

Cisco installations

Network performance analysis

Document organization

Computer hardware knowledge

Technical specifications

EDUCATION AND TRAINING

**University of New Mexico,
Albuquerque, NM**

05/2004

Associate of Science in Computer
Engineering

Cisco CCNA Certification

CompTIA Network+ Certification

CompTIA A+ Certification

EXPERIENCE

Engineer Network Consultant

Android Industries, Belvidere, IL

01/2016 - Current

- Configured hardware devices and software to set up workstations for employees
- Installed, modified, and repaired software and hardware to resolve technical issues
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution
- Managed customers' expectations and supported technology functionality to provide a positive user experience
- Created support documentation to enable the user community to extend skills, leverage system features, and find resolutions to questions without

intervention from the support team

- Loaded software, granted permissions, and configured hardware for new employees as part of the onboarding process
- Analyzed issues to identify troubleshooting methods needed for quick remediation
- Assisted customers with product selection based on stated needs, proposed use, and budget
- Trained and supported end-users on software, hardware, network standards, use processes, and responded to technical concerns quickly and effectively
- Devised solutions and performed quality control procedures on equipment and materials
- Implemented safety and accident prevention programs for the project
- Researched and investigated project requirements and

monitored project progress to ensure conformance to design specifications and safety standards

- **Received the "Employee of the Year" award for outstanding performance in 2018**

Engineering Technician

Android Industries, Detroit, MI

08/2012 - 08/2015

- Maintained timely and accurate oral and written technical reports on engineering activities
- Ran operational tests on systems and equipment to reinforce proper processes and remedy malfunctions
- Inspected precision machine parts using micrometers, height gauges, and optical comparators
- Executed root cause analysis to improve yield and reliability
- Expanded technical skills through continuing education

courses, outside seminars,
and webinars

- Maintained safety by verifying compliance and assuring proper factory testing
- Applied engineering principles to develop and operate electrical, mechanical, and data processing systems
- Organized, analyzed, and prepared technical data and reports
- Assembled and tested components and wiring systems, locating and correcting faults to optimize production results
- Worked with engineers to troubleshoot and resolve testing failures

Engineering Technician

**Booz Allen Hamilton Inc., Colorado
Springs, CO**

09/2007 - 08/2012

- Implemented schematics, diagrams, and written and verbal descriptions to

effectively solve engineering project issues

- Collaborated with engineers during new product introduction phases to develop and verify design changes
- Applied engineering principles to develop and operate electrical, mechanical, and data processing systems
- Improved product quality by customizing tools and eliminating variability
- Compiled, processed, and analyzed test data and results to improve product quality
- Maintained station switchboards and adjusted project plans to account for dynamic targets, staffing changes, and operational specifications
- Conferred with executives to advise and plan short-term and long-term system upgrade needs
- **Served as a member of the IEEE, which requires**

**outstanding achievements
in the field**

Engineering Technician

Citadel Broadcasting Corp., [City, State]

07/2004 - 09/2007

- Maintained station switchboards, servers, and phone systems
- Updated and maintained studio computer systems and radio Scott system software
- Managed network system performance by conducting troubleshooting, security patching, and maintenance
- Completed projects effectively by applying engineering and technical maintenance procedures
- Performed work according to project schedules and high-quality standards
- Implemented schematics, diagrams, and written and verbal descriptions to effectively solve engineering project issues

HIGH REMUNERATION

Commanded a high salary of \$120,000 per year at Android Industries, significantly above the industry average for similar roles.