

Jessica Claire

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Skills

- Application Configuration
- Vendor Management/Relations
- New Technology Integration
- End User Support
- System Testing
- Team Collaboration
- Performance Monitoring and Optimization
- Problem Solving
- Stjessicaup and Shutdown Management
- Automation Management
- Attention to Detail
- Knowledge Base Documentation
- Project Management
- Change Management
- Incident Management
- Disaster Recovery Activities
- Architecture and Design
- Disaster Recovery Planning and Drills
- Application Lifecycle Planning

Summary

A natural leader and proven high contributor dedicated to completing work in a timely way. Passionate about coaching, mentoring, and assisting others and always willing to jump in to help manage complex issues. A champion of the Gore Culture with a strong focus on excellent experiences for customers and associates.

Experience

SAP Basis Administrator, 05/2020 to Current

Amazon.Com, Inc. – Kent, WA

- Manage and configure SAP S4 HANA, BW, and MDG landscape
- SAP Certificate management, create knowledge documents to guide team members through the certificate management process.
- SnapPay implementation and certificate management
- Solution Manager/ Diagnostic Agent configuration
- Configure alert monitoring via Solution Manager for the SAP landscape
- Change Management via ServiceNow

IT Champion

- Application Owner – Redwood RunMyJobs
- Technical Lead/Champion for Redwood RunMyJobs Automation
- Work with vendor to clearly define SOW
- Product Assessment and comparison using SCOUT
- Review vendor support agreements and licensing costs
- Redwood implementation and configuration
- Define clear expectations to the SAP functional teams
- Provide status updates to PACE Project stakeholders
- Redwood and ServiceNow implementation.
- Create ServiceNow catalog item
- Create knowledge documentation to be used by the Basis team
- Align with stakeholders to gather business requirements for SAP batch jobs and deliver solution prior to go-live
- Provide error alerting and daily reports on batch job execution to functional and technical teams.

JDEdwards CNC Administrator, 06/2012 to 05/2020

W.L. Gore & Associates – City, STATE

- Manage and support business-critical applications, JD Edwards and third-pjessicay tools such as Vertex, Tidal Automation, and EDI.
- Configure and maintain E1 web and enterprise servers.
- Configure and troubleshoot E1 related printers.
- Apply ESU and follow Oracle recommendations for installations.
- OMW project promotions
- ServiceNow change management.
- JDE/BSSV Package builds and deployments.
- E1 Security Workbench administration, user and role security management which includes internal/external auditing.
- Server maintenance (AIX and Linux), create shell scripts to perform repetitive maintenance tasks such as log clean up and service restjessicas.
- Setup and configure Windows Developer Clients, install and maintain various developer’s applications requests such as JDeveloper, MobaXterm, SQL Developer, and Java.
- Acquired basic SQL knowledge to query Oracle databases to extract usable data for analysis.
- Coordinated with vendors and IT Leadership to facilitate purchases.
- Coordinate data backups and disaster recovery operations.
- Diagnosed, troubleshoot and resolved hardware and system problems

IT Champion

- Application Owner – Tidal Enterprise Scheduler
- Technical Lead/Champion for Tidal Enterprise Scheduler Automation
- Work with vendor to clearly define SOW
- Review vendor support agreements and negotiate 3-year support contracts/licensing costs
- Automate JDE maintenance, stjessicaup and shutdown processes
- Tidal Enterprise Scheduler implementation and configuration
- Lifecycle management through cross functional alignment, plan, develop test scripts and execute Application Upgrades – Tidal Enterprise Scheduler
- Define test scripts and job-related execution details
- Provide status updates to stakeholders
- Create ServiceNow catalog item
- Create knowledge documentation to be used by third pjessicay ERP support team Allari
- Coach/Train/Mentor Allari team

HELP DESK /Desktop Support Technician, 06/2007 to 06/2012

W.L Gore & Associates – City, STATE

- Provide remote support to users
- Setup and configure desktop and laptop computers
- Image and configure PC for end users
- Hardware/Software installation, replace mother/system boards, internal storage devices and memory configuration
- Network Printer setup and configuration
- Audio and Video troubleshooting
- Mobile Phone Support
- End User Support

MANUFACTURING TECHNICIAN - IPD, 03/1996 to 06/2007

W.L Gore & Associates – City, STATE

- Machine operator created laminate products by utilizing expanded PTFE and suitable backer material. Performed online inspection
- Ensured product quality through sampling and testing
- Worked closely with engineering team with R&D
- Calibrated laminator and various test equipment
- Create daily production schedule for 24 hour manufacturing operation
- Managed resources

Education

Bachelor of Science: Cyber Security, 01/2024

UMGC - Adelphi, MD

AA Business: Business Administration, 03/2015

University of Phoenix - Phoenix

Certifications

- Microsoft MCP
- CompTIA A+ Hardware and Software