

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## PROFESSIONAL PROFILE

Highly motivated, self-starter seeking IT customer service management career with advancement opportunity 19 years' experience in Information Technology, telecommunications, customer service call center and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff call center support, analyst and planning/implementing proactive procedures and systems to avoid problems (right the first time service levels)

## QUALIFICATIONS

- Strong analytical and problem solving skills
- Utilization and creation of databases and spreadsheets
- Adherence to departmental policies and procedures
- Effective working relationships
- Computer system software and operations troubleshooting
- Create complex queries, analyze and interpret statistics to provide overview
- SAP HR ECC6.0, SAP HR Portal (ESS/MSS), ABAP ITS, Webdynpro
- Excellent working knowledge using both IBM and Mac systems
- ADP E-time, KRONOS

## RELEVANT EXPERIENCE

I collaborated with executive management to create viable programs for system implementation in coordination with HR staff.

I effectively launched applications to enhance human resources systems efficiencies.

Held responsibility for all installation/configuration and support, along with troubleshooting and system diagnostics for desktop/laptop computers, WAN/LAN, and remote systems, implementing a help-desk ticketing system to drive efficiency

## EXPERIENCE

09/2007 to 09/2015 **HRIS SAP/Senior Systems Support Analyst**

Petco – Kemah, TX

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- Applied best practices of software development while staying abreast of advances in the practice.
- Answered user inquiries regarding computer software and hardware operation.
- Worked with product designers and product managers to design user interactions in applications.
- Analyzed and created new configuration for packaged software to meet business and system requirements.
- Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.

2006 to 03/2007 **Floor Manager**

Go Dish. Com/Administaff – City, STATE

Manage sales representatives with a total of 900 customer accounts. Track and manage sales margins by account, sales rep, and brand on a daily basis for retail accounts. Assign sales and revenue goals for the sales and service reps, two assistant managers, and sales clerks. Develop, budget, and implement marketing programs. Write reviews for all direct reports and a member of a nine-person employment team.

Accomplishments:

- Developed and implemented a series of churn reduction/cost avoidance programs.
- Initiated a tele-sell pre-sell program for customers
- Reconfigured the sales staff from 10 to 15 people through a series of sales performance goals and routing changes.
- Achieved an average of 15% over quota since becoming Floor Manager.

2000 to 03/2006 **Customer service Floor Lead**

AT&T Texas – City, STATE

Responsibilities include selling assigned products within the full share of solutions to customers. Assessing opportunities, developing proposals/presentations that meet client specifications for closing associated sales. Using short and long range marketing strategies to strive for customer satisfaction in all dealings. Focusing on data and IP technology for growth and acquisition of revenue.

Additional task assignments include:

- Coordinating sales tasks with 1500 sales professionals covering 5 states (Texas Oklahoma, Arkansas, Kansas, Missouri), responsible for more than 100,000 individual and corporate accounts.
- Supporting sales reps in opening new accounts and upgrading existing service.
- Quickly and effectively solving customer challenges.
- Maintaining quality control/satisfaction records, constantly seeking new ways to improve customer service.
- Key tasks working with wireless devices Blackberry enterprise management, Mobile Applications: BREW, Qualcomm uiOne, Microsoft Windows Mobile, Symbian (UIQ or Nokia Series 60), Flash Lite,

## EDUCATION

2004

**Technical Degree: CIS**

Techskills - Houston, TX

Microsoft Certified IT Professional (MCITP)

1997

**High School Diploma**

Klein Oak - Spring, TX

## SKILLS

ABAP, Active Directory, ADP, Benefits Administration, budget, Cisco, CITRIX, closing, Com, oral communication, client, Customer Satisfaction, Customer Service, customer support, DSL, ERP, executive management, Flash, help-desk, HP, human resources, HR, IBM, Internet Explorer, inventory, IP, Kronos 5, KRONOS, LAN, laptop computers, leadership skills, LINUX, Mac, marketing strategies, marketing, mediation, Microsoft Access, Microsoft Excel, Microsoft Office, Microsoft operating systems, Microsoft Power Point, Microsoft SharePoint, Share Point, Windows 7, Microsoft Windows, Windows, 2000, Windows XP, Microsoft Word, migration, ESS, enterprise, network, payroll, persuasion, presentations, proposals, Quality, quality control, repairs, retail, routing, selling, sales, SAP, SAP HR, SQL Server, systems administration, tax, troubleshooting, UNIX, upgrading, view, VISTA, WAN, Windows Server, WordPerfect, written