

JESSICA CLAIRE

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Summary

Client-oriented Support Executive experienced in solving and diagnosing customer questions and queries. Reports frequent and consistent problems and follows up with other departments to guarantee problem resolution. Delivers comprehensive reports to assess customer satisfaction with products and services.

Skills

- Budget Management
- Work Planning and Prioritization
- Performance Evaluations
- Records Management
- Problem-Solving
- Customer Service
- Technical Support Understanding
- Microsoft Office Suite
- Supervision & Leadership
- Team Building
- User Support and Troubleshooting

Experience

SAP FICO Consultant, 01/2022 to 06/2022

Nimbl Worldwide Inc – Parlier, CA

- Worked as a SAP FICO functional consultant, with a deep understanding of the Financial and Controlling modules of SAP
- Proficiently configured and maintained SAP FICO modules, including GL, AP, AR, and CO
- Implemented and supported SAP FICO projects, including system design, configuration, testing, and deployment
- Familiarity with SAP integration with other modules, such as MM, SD, and PP
- Knowledge of SAP FICO best practices and industry standards
- Hands-on experience with SAP FICO reporting, including creating and maintaining financial reports and statements
- Experienced in SAP FICO data migration, including data mapping, data cleansing, and data validation
- Understanding of SAP FICO security and authorization, including user and role management
- Knowledge of SAP FICO interfaces with other systems
- Familiarity with S4 HANA and using it as a solution
- Experienced with leading or mentoring junior team members
- Experienced with SAP FICO implementation projects and post go-live support
- Experienced with creating functional design document and testing scenarios

IT Support Executive, 08/2019 to 12/2021

Amazon.Com, Inc. – Schertz, TX

- Handled client and customer onboarding to answer preliminary questions and concerns, preventing unnecessary support tickets.
- Recognized and responded to client questions and concerns to improve quality of support procedures.
- Consulted with clients to identify project specifications and follow through with team members.
- Noted, documented and quantified customer queries to deliver accurate quotes and estimates.
- Reported concerns and recommendations from clients and employees to senior management.
- setting up and configuring SharePoint sites, including creating site collections, sub-sites, and custom lists and libraries
- Proficient in managing SharePoint permissions, including creating and managing user groups and assigning roles to users
- Experience with SharePoint customization, including creating custom workflows, forms and views
- Familiarity with SharePoint Online and On-Premises versions
- Experience in SharePoint Site templates and Site Definitions
- Knowledge of SharePoint backup and restore procedures
- Hands-on experience with SharePoint PowerShell
- Experience with the administration and management of Microsoft 365, including Office 365, Exchange Online, SharePoint Online, OneDrive, and Teams
- Proficient in configuring and maintaining user accounts, licenses, and security settings in Microsoft 365
- Experience in implementing and supporting Microsoft 365 projects, including migration, deployment, and integration with other systems

SAP Basis Administrator, 03/2018 to 01/2020

General Tyre – City, STATE

- Led SAP landscape management plans and implementation of SAP upgrade and maintenance releases.
- Gathered business requirements for SAP reporting and functionality enhancements.
- Conducted and documented Root Cause Analysis of production system failures to minimize future failures and optimize operations.
- Diagnosed, troubleshoot and resolved hardware and system problems.
- Gathered data pertaining to customer needs to identify, predict and evaluate system and network requirements.
- Configured, monitored and maintained email applications or virus protection software.
- Consulted users to determine areas in need of improvement.
- Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately.
- Designed, configured and tested computer hardware and operating system software.

Education and Training

Master of Science: Computer Science, 03/2022

Westcliff University - Irvine, CA

Bachelor of Science: Computer Science, 01/2017

Iqra University - Karachi, Pakistan

Additional Information

Office 365 Administration

- Knowledge of Microsoft 365 best practices and industry standards
- Hands-on experience with Microsoft 365 reporting, including creating and maintaining usage and adoption reports
- Experience in Microsoft 365 data migration, including data mapping, data cleansing, and data validation
- Understanding of Microsoft 365 security and authorization, including user and role management
- Proficient in Microsoft 365 troubleshooting and issue resolution
- Experience with Microsoft 365 integration with other system such as Azure AD
- Knowledge of Microsoft 365 deployment options and strategies
- Familiarity with Office 365 advanced threat protection and security
- Experience with leading or mentoring junior team members
- Experience with Microsoft 365 implementation projects and post go-live support
- Experience with creating functional design document and testing scenarios

Sharepoint Administration

- Experience in SharePoint Site templates and Site Definitions
- Knowledge of SharePoint backup and restore procedures
- Hands-on experience with SharePoint PowerShell
- Proficient in managing SharePoint permissions, including creating and managing user groups and assigning roles to users
- Experience with SharePoint Governance and best practices
- Familiarity with SharePoint Search and Indexing
- Experience in troubleshoot and resolving SharePoint issues.
- Familiarity with SharePoint integration with other Office 365 services like OneDrive, Outlook, and Teams

MDM (Mobile Device Management) Meraki

- Experience with setting up and configuring Meraki networks, including wireless access points, security appliances, and switches
- Proficient in using the Meraki Dashboard for network management and monitoring
- Experience with Meraki Systems Manager for mobile device management
- Familiarity with Meraki Insight for network performance monitoring and troubleshooting
- Knowledge of Meraki SD-WAN for software-defined wide area network solution
- Hands-on experience with Meraki MV smart cameras for video surveillance
- Experience in Meraki CMX for location analytics and engagement
- Understanding of Meraki Energy for real-time monitoring and management of environmental sensors and power over Ethernet (PoE) devices
- Proficient in Meraki MR wireless access points for enterprise-grade WiFi
- Knowledge of Meraki MS cloud-managed switches
- Experience in Meraki MX security appliances for network security
- Familiarity with troubleshoot and resolving Meraki network issues.

Certifications

SAP S/4HANA for Financial Accounting Associates License- 2020