

JESSICA CLAIRE

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SUMMARY

Goal-oriented technology leader and trusted business partner recognized for leveraging information security, applications, networking, operations and risk management to drive business growth. Strategic with consultative approach to identifying requirements and opportunities for organizational transformation. Interprets and communicates complex policies and procedures to others and applies significant tact and diplomacy. Committed to delivering exceptional service, excellence and application of ITIL and proven approaches that meet customer requirements and achieve process efficiencies.

EXPERIENCE

Pacific Office Automation - SAP Security Admin / UAWeb Admin

Eugene, OR • 04/2017 - Current

- Created procedure documents in Microsoft Office to guide end-users through new processes.
- Documented, triaged and managed defects in Microsoft Office and worked with developers to facilitate timely resolutions.
- Worked with Agile and Scrum methodologies to accomplish project milestones and meet demanding timelines.
- Created and optimized automated testing tools for repetitive tasks.
- Monitored and facilitated bug resolutions to optimize software.
- Documented identified defects using Jira and helped developers complete further testing and resolve issues.
- Conducted record searches and coordinated with other units on procedural problems involving complex cases.
- Audited networks and security systems to identify vulnerabilities.
- Provided IT and software trouble-shooting support to organization.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Performed site evaluations, customer surveys and team audits.
- Kept team on track by assigning and supervising activities and giving constructive feedback.

IBM / Kyndryl - Team Lead / Iteration Manager

City, STATE • 10/2011 - Current

- Arranged meetings with external organizations and stakeholders, overseeing logistical needs for 30+ personnel.
- Oversaw on-site and off-site teams of up to 30+ professionals working on diverse IT projects.
- Leveraged Microsoft Office and other internal company essential management tools.
- Fostered positive employee relationships through communication, training and development coaching.
- Established quarterly and annual goals as well as operational tactics to achieve targets.
- Oversaw daily workloads and workflow for smooth operations.
- Delegated work assignments and prioritized tasks.
- Solved problems, handled escalated issues and mitigated risks.
- Supervised and monitored team productivity by observing daily activities such as ticket handling.
- Drove account financials through team utilization, optimal staffing levels and schedule adherence.
- Drove staff performance by creating incentives and positive work atmosphere.
- Created on call schedules for admins to keep every shift well-staffed outside office hours, during holidays, and busy periods.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Increased team performance from 60% to 92% through metrics and mentoring.
- Coached staff on strategies to enhance performance and improve customer relations.
- Planned and implemented layout enhancements to promote efficiency and maximize space utilization.
- Delegated work to staff, setting priorities and goals.
- Eliminated process discrepancies, implementing continuous improvements for scheduling procedures across multiple client calendars.
- Supervised 15 customer service calls per week to track support issues and improve operating procedures.
- Applied continuous improvement program in daily activities to boost productivity, improve quality and reduce costs.
- Mitigated risk by ensuring regulatory compliance for required licensing.
- Led team of 30+ professionals with 3 direct reports.
- Led staff meetings for team of 30+ to communicate customer driven directives.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Coordinated work schedules and distributed tasks to 30+ employees in multiple departments.
- Identified business issues, creating customized solutions for individual problems.
- Automated office operations, managed client correspondence and tracked records.
- Coordinated work of 30+ employees by offering clear direction and motivational leadership.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Collaborated cross-functionally on multiple service lines which led to increased customer satisfaction.
- Remained calm and professional in stressful circumstances and when dealing with unhappy customers, effectively diffusing situations.
- Kept department on-target to meet sales and profit objectives by minimizing waste and pursuing revenue generation opportunities.
- Recruited and trained new employees to meet job requirements.
- Mitigated learning hurdles and instructed support personnel in problem-solving, social skills and decision-making through implementation of internal company learning aids and methods.
- Reduced process gaps, effectively managing and training 30+ employees on best practices to ensure optimal productivity.
- Led team of 30+ customer support professionals meeting several areas of customer needs.
- Coordinated with staff to clarify information and enforce procedures resulting in effective problem solving and smoother operations.
- Reviewed employee performance and delivered constructive feedback to improve performance.
- Studied existing procedures and policies to offer optimal leadership to employees and day to day operations when standing in for absent managers.
- Assessed current office procedures and implemented improvements, boosting productivity 90%.
- Spearheaded training initiatives to improve employee performance and bottom-line business results.
- Improved productivity initiatives, coordinating itinerary and scheduling appointments.
- Reviewed resources and assets for departmental activities, noting compliance issues with industry standards and regulatory agencies.
- Enhanced data collection accuracy by preparing, authoring and updating communications and policy memorandums.
- Treated associates with fairness and respect, providing recognition of accomplishments.
- Strengthened operational efficiencies and traceability, developing organizational filing systems for confidential client records and reports.
- Addressed internal and customer-related issues each day and affected strategic resolutions.
- Maintained close connection with project personnel to quickly identify and resolve problems.
- Maintained project schedules by managing deadlines and adjusting workflow.
- Oversaw each step of maintenance and support projects, meeting goals and achieving goals.
- Completed thorough risk assessments and deployed management and response strategies to prevent roadblocks.
- Developed and implemented performance metrics, KPIs and huddle board reports to manage project data and keep leadership informed of progress.
- Evaluated, monitored and reported on work progression, while verifying compliance with man-hour budget.
- Used well-organized and implemented LEAN and Agile methodologies to efficiently manage project needs.

IBM / Kyndryl - Dispatch / Security Focal

City, STATE • 09/2009 - Current

- Managed daily delivery and work schedules to maximize coverage.
- Monitored dispatch board and adjusted call priorities regularly based on caller needs.
- Trained employees on triaging and dispatching procedures to properly handle daily calls.
- Recorded results of service calls to create report summaries for senior management.
- Devised and implemented work plans to check quality and consistency of work against organizational standards.
- Investigated and resolved customer and vendor issues to retain business.
- Tracked changes in computer system to keep records current and accurate.
- Set schedules, implemented new policies and worked with managers to optimize operational procedures and establish clear objectives.
- Addressed questions, problems or requests for service or equipment.
- Documented security-related situations and submitted in-depth reports to superiors.
- Followed established security and safety procedures and posted orders to include enforcement of company rules, policies and regulations.
- Addressed problems quickly and reported clear information while working under minimal supervision.
- Analyzed and produced course-of-action reports and escalated issues to management in typical and crisis situations.

East Dubuque Savings Bank - Administrative Sales Assistant

City, STATE • 06/2008 - 09/2009

UAWebClaire

- Worked professionally to handle client, vendor and public guest requirements.
- Organized files, developed spreadsheets, faxed reports and scanned documents, maintaining front desk and reception area in neat and organized fashion.
- Oversaw staff correspondence, record tracking and data communications, resulting in improved automation of office operations.
- Improved office efficiency, managing client correspondence, record tracking and data communications.
- Supported office operations, managed client correspondence, tracked records and handled internal communications.
- Created monthly newsletter for organizations with events and updates, increasing event participation by 60%.
- Pleasantly welcomed visitors, answered phone calls and maintained front reception desk.
- Created and implemented new organizational and recordkeeping processes for notes, records and client documents.
- Strengthened operational efficiencies and traceability by developing organizational filing systems for records, agendas and reports.
- Kept office equipment functional and supplies well-stocked to promote efficient operations.
- Received incoming packages and mail, dispersed parcels and shipped outgoing items for team of 4 Investment Bankers.
- Responded to customer issues to provide immediate resolution and improve retention.
- Coordinated catering services for various functions, including sales trainings and department meetings.
- Exceeded specific team goals by partnering with staff to share and implement best practices.
- Managed new files and retrieval requests quickly, which improved filing process and accuracy by 90%.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Maintained data confidentiality when inputting PII and PHI information into brokerage customer account management system.
- Generated investment and financial reports to present decision-makers with valuable data.
- Automated office operations, as well as managed client correspondence, record tracking and data communications.
- Input data into brokerage customer account management database system for applicable customers and conducted follow-up on cases recorded within 2 hours.
- Answered phone calls by second or third ring and asked appropriate questions to determine which department or staff member could be of service.
- Directed customer communication to appropriate department personnel.
- Updated system to organize office documentation, maximizing efficiency and increasing productivity.
- Oversaw filing systems and scanned documents to manage physical and electronic documents and information.
- Prevented scheduling errors by demonstrating strong attention to detail while managing daily calendar and creating weekly or monthly reports and presentations.
- Controlled and managed document processes by reviewing files, records and critical information to confirm accuracy and comply with company policies and procedures.
- Handled incoming calls and directed callers to appropriate department or employee.
- Sorted incoming mail and disseminated correspondence to applicable departments.
- Improved productivity initiatives by coordinating itinerary and scheduling appointments.
- Maintained 100% accuracy while digitizing records, taking meeting minutes and messages and transcribing notes in updated brokerage customer account management software.
- Scheduled appointments for management teams and maintained updated calendar using Microsoft Outlook system.
- Proofed and edited letters and other correspondence to correct grammar and spelling errors.
- Developed and implemented efficient filing systems and customer database protocols.