

# Jessica Claire

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## PROFESSIONAL SUMMARY

College educated with 13 years of corporate technical and managerial experience working in Information Technology and Supply Chain Operations. Strong written and verbal communication skills English and Spanish. Obtains measurable results exceeding professional and personal goals.

## SKILLS

**Education**  
Bachelor of Science in Computer Engineering from Univ. of Puerto Rico, Mayagüez Campus.

**Employment**  
Contributing to the organization's strategic plan with my strong technical and leadership skills. Strong analytical competency. Organic political savvy mindset. Strong communication skills.

**Personal**  
Strong work ethic with a positive approach. Continuously striving to achieve goals, exceed expectations and delight customers. Organized and focused and detail oriented.

## WORK HISTORY

**SR. SAP CONSULTANT**06/2009 to 02/2015  
**Axon Puerto Rico | City, STATE**

- Duties include Project Management, Software Development, Functional and Technical tasks.
- Traveled to client locations to implement SAP solutions and offered post-installation support services.
- Architected SAP solutions by prioritizing simplicity, appropriate scale, resiliency and maintainability.
- Solved functional and technical obstacles and worked closely with project team from different streams.
- Delivered SAP training, user support and knowledge transfer at end of project and followed up to verify successful implementation.
- Troubleshoot incidents reported by end-users to schedule system changes and identify permanent solutions.
- Communicated and explained business requirements to team members to understand and implement functional demands.
- Collaborated closely with upper management to drive strategy through development and implementation of new processes.

**BI DATA PROGRAM MANAGER**05/2020 to 12/2021  
**Arecibo Observatory | City, STATE**

- In charge of designing the Big Data strategy of the Arecibo Observatory.
- Successfully prepared a robust inventory and report of the observatory's project data, covering over 1,700 observations dating back to the 1960's.
- Designed and developed a web based data catalog to facilitate the access to external users to the observatory's projects index and metadata.
- Serve as liaison between the Observatory's management and third party vendors while designing the Observatory's Big Data strategy.
- Facilitated the engagement with global research community and computing centers, resulting in the design and implementation of a data migration plan from Arecibo to the Texas Advanced Computing Center. This engagement will result in a substantial benefit to the scientific community while allowing a public access to the Observatory's data.
- Led the implementation of process improvement initiatives such as Change Management and Data Governance frameworks
- Led the Software Engineering team to successfully implement software best practices, tools and processes.

**FRANCELANCE IT CONSULTANT**01/2004 to CURRENT  
**Self-Employed | City, STATE**

- Duties include supporting small business owners by providing reliable IT services
- Acquired hands-on knowledge of web development tools and techniques such as PHP, SQL, JavaScript, jQuery, Content Management Systems, Codeigniter and Python
- Mentored and provided training to users in each of the customers' locations for in-depth transfer of tool ownership
- Acquired hands-on experience with Big Data technologies such as Hadoop to store large amounts of data on distributed file systems, Apache Spark to process large amounts of transactions in-memory and Apache Hive as a data warehousing solution to query Hadoop data
- Provided support on data migration projects from legacy systems, combining multiple data sources into a single centralized data source that enables solid foundation to self-service analytics development.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Boosted success of client's organization by improving performance, motivation, job satisfaction, hiring practices, training programs and management systems.

**SF SYSTEMS BUSINESS ANALYST**02/2015 to 04/2020  
**Honeywell Aerospace | City, STATE**

- Duties include IT Project Management, Functional and Technical tasks, SAP FRICE development and Lifecycle. Gained knowledge on SAP HANA technology as a use case for business performance, analytics development, scalability, speed, and flexibility. Integrated various department's data into a single SAP HANA instance and simplified the IT landscape of the Supply Chain, Sales and Marketing departments PMO and analytics programs. Enabled capture of \$107M Quarterly by researching and implementing multi-source database driven application, cost-saving initiatives and creating fresh new approaches to long-standing problems caused by Excess and Obsolete materials and Aged Work in Progress Orders. Mentored, directed and inspired employees by being able to translate business problems and requirements into technical language that they were able to relate. Demonstrated leadership skills by involving the employees into the requirements gathering process, provided the tools and mentorship and inspired them to be their best by sharing the credit and success of the project. Increased customer satisfaction and repeat business through relentless pursuit of resolutions to problems and protecting company P&L.
- Collaborate with Sales, Engineering and Strategic Marketing teams to understand current reach of existing technologies and develop a future state plan including integration with Salesforce.com Partner with Corporate Data Analytics team. Demonstrated Planning and prioritized skills by working without supervision. With the obtained requirements successfully built a Project Plan that included high level goals, budget, resources and deadlines. Conducted weekly checkpoint meetings with stakeholders as well as team members. Identified areas of opportunities and submitted appropriate solutions by analyzing potential risks on a team environment encouraging member participation.
- Support and participate in application change control board meetings. Successfully designed and developed a systems integration landscape that included SAP, Excel, SharePoint, Microsoft Access, Tableau and Oracle Primavera. Proactively identified gaps in personal and technical skills and was able to obtain training to improve deficiencies and develop them. Able to put in practice my listening and interpretation skills by participating in meetings with leadership teams. Persuade stakeholders on technical matters that I understood were more appropriate to the team at the moment by comparing pros, cons and benefits.

## EDUCATION

**Bachelor of Science | Computer Engineering**  
**Univ. of Puerto Rico, Mayagüez Campus, PR**

**Master of Science**  
**Univ Politecnica De Puerto Rico, San Juan, PR**

## CERTIFICATIONS

**Engineer In Training (EIT)**  
, December 2016 Professional Credential Services, Nashville, TN Puerto Rico Engineering and Land Surveyors College

**Six Sigma Green Belt**  
, October 2015 Honeywell Six Sigma, Phoenix, AZ