# Jessica Claire

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## WEBSITES, PORTFOLIOS, PROFILES

- https://www.linkedin.com/in/Jessica-Claire/

## PROFESSIONAL SUMMARY

Experienced professional with a strong background in project management, process improvement, and software development. Skilled in Salesforce development, Agile methodology, and integrating third-party applications. Proven track record of delivering high-quality solutions on time and within budget. Experienced in managing cross-functional teams and driving project success through effective communication and collaboration.

## SKILLS

- Expert in Salesforce development using Apex, Visualforce, and Lightning Components to meet business requirements and improve user experience.
- Proficient in implementing Salesforce database solutions, including custom objects, fields, relationships, and validation rules.
- Experienced in integrating Salesforce with third-party applications and services using REST and SOAP APIs to improve productivity and streamline business processes.
- Knowledgeable in implementing robust Salesforce security features to ensure confidentiality, integrity, and availability of sensitive data.
- Skilled in utilizing object-oriented programming concepts to design and implement scalable and maintainable code.

- Proficient in conducting comprehensive testing and debugging of Salesforce applications using tools such as Apex Debugger, System.debug() statements, and Salesforce Developer Console.
- Experienced in working in Agile development environment, following user stories, sprints, and scrum meetings to deliver high-quality solutions on time.
- Skilled in project management tasks, including gathering requirements, creating project plans, and managing timelines to ensure successful project delivery.
- Proficient in managing RPA programs, including identifying automation opportunities, building high-level architectural specifications, designing automation process flows, and implementing process automation solutions using RPA technologies such as BluePrism, UiPath, and Softomotive.
- Experienced in collaborating with business analysts, process owners, and business partners to align unit-level priorities and roadmap to successfully manage transformational aspects of automation journeys.

## WORK HISTORY

### SALESFORCE APPLICATION DEVELOPER
*03/2020 to CURRENT*
**American Modern Insurance Group | Plano, Texas**

- Designed and developed custom Salesforce applications using Apex, Visualforce, and Lightning Components to meet business requirements and improve user experience.
- Applied object-oriented programming principles to create scalable and maintainable code for Salesforce applications.
- Built and managed Salesforce database solutions, including custom objects, fields, relationships, and validation rules.
- Implemented robust Salesforce security measures to protect sensitive data and ensure confidentiality, integrity, and availability.
- Integrated Salesforce with third-party applications and services through REST and SOAP APIs, improving productivity and streamlining business processes.
- Conducted thorough testing and debugging of Salesforce applications using tools such as the Apex Debugger, System.debug() statements, and the Salesforce Developer Console.
- Collaborated with cross-functional Agile teams, following user stories, sprints, and scrum meetings to deliver high-quality solutions within project timelines.
- Contributed to project management activities, such as gathering requirements, creating project plans, and managing timelines, to ensure successful project delivery

### RPA TECHNICAL PROJECT MANAGER
*01/2018 to 03/2021*
**Ericsson | Plano, TX**

- Managed RPA program, including big initiatives and various RPA projects to drive efficiency and cost reduction.
- Aligned unit level priorities and roadmap to successfully manage transformational aspects of Ericsson's automation journey.
- Led and collaborated with business analysts to identify relevant automation opportunities to improve efficiency, reduce costs, and mitigate risks.
- Built high-level architectural specifications, ensuring feasibility, functionality, and integration with existing systems.
- Led partnerships with process owners and business partners to understand as-is processes and design automation process flows using visual tools like Visio.
- Implemented process automation solutions using RPA technologies such as BluePrism, UiPath, and Softomotive.
- Led and collaborated in converting business requirements into automation solution designs.
- Directed and supported team to generate detailed documents related to design, development, and delivery of solutions like PDD, SDD, UAT test cases, PDI, and ODI.
- Collaborated with other teams from concept to final delivery of solution.
- Created proof of concepts to help business recognize feasibility of automation solutions.
- Developed relevant use cases for client engagements.
- Led various responsibilities of project initiatives until project delivery and successful deployment.
- Managed and resolved issues that came up during development, discovered and handled all possible system and business exceptions through designing recovery and exception handling strategies.
- Gathered and shared clients' feedback and insights, made recommendations on process improvement, and collaborated with clients with focus on process improvement.
- Provided timely responses and solutions as required. Delivered progress reports regarding performance and ROI on MANA automation program.
- Worked within agile development technology (SAFE).

### BUSINESS ANALYST
*09/2013 to 01/2018*
**Ericsson | 6300 Legacy Drive, Plano,tx, 75024**

- Spearheaded the successful adoption of Ericsson's sales tool, CAST, increasing utilization from a meager 8% to an impressive 96%. This resulted in an annual savings of 4 MUSD by automating the presales process, and a significant reduction in RFP lead time by 11 hours.
- Collaborated with delivery and pre-sale teams to plan resources, forecast costs, and manage the content of the CAST tool. This included identifying required resources, third-party service providers, vendors, and materials to optimize resource planning and cost analysis processes.
- Developed interactive dashboards on the Tableau platform to visualize data from Ericsson North America's portfolio housed in the CAST database. This improved cost analysis processes, allowing for more informed decision-making.
- Partnered with developers to automate manual processes, resulting in significant time and cost savings while decreasing errors. This initiative was credited as the primary driving force behind a 39% increase in standardization and reusability metric from a year-to-date average of 6% to 45% in August 2016.
- Provided ongoing training sessions, presentations, and support to CAST users across the North America region to facilitate the tool's adoption and optimization.
- Developed over 6,000 standard templates of common service breakdown structures offered by Ericsson in North America. This initiative resulted in time savings of approximately 11 hours to create a service quote by pre-sale teams and earned recognition as the recipient of Ericsson's Operations "Above & Beyond" award in 2016.
- Created Tableau workbooks to perform various types of analysis on data extracted from costing and forecasting tools, including year-over-year, quarter-over-quarter, year-to-date, quarter-to-date, and month-to-date analyses. These workbooks provided valuable insights and allowed for more informed decision-making.

### OPERATIONAL PROCESS ANALYST
*04/2010 to 09/2011*
**Iran Ghateh**

- Led process improvement and Six Sigma Kaizen workshops to identify as-is process, gaps, and improvements, resulting in 20% increase in forecasting and planning accuracy for internal teams.
- Implemented preferred vendor/supplier strategy, reducing number of suppliers from 20 to 5, resulting in streamlined procurement processes and cost savings.
- Optimized end-to-end resource and material planning, resulting in $150K savings in 2010.

## EDUCATION

**M.S | Supply chain Management**  *2015*
**University of Texas at Dallas, 800 West Campbell Road, Richardson, Texas 75080**
GPA 3.87

**M. | Industrial Engineering**  *2012*
**University of Kharazmi at Tehran, Tehran, Iran**
GPA 3.86

**B. | Computer Engineering**  *2010*
**University of Qazvin At Qazvin, Qazvin, Iran**
GPA 3.87

## CERTIFICATIONS

- Accredit Blue prism developer . (Nov 2018)
- Tableau Desktop 10 Qualified Associate( Nov 2016)
- Certified SAFe® 4 AGILE