JESSICA CLAIRE

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SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

SKILLS

- Strong Interpersonal and Communication Skills
- Analytical Thinking and Problem Solving
- End User Support
- Debugging and Troubleshooting
- Teamwork and Collaboration
- Programming Languages: Java, C#, .Net, Python
- Eagerness to Learn New Technologies

EXPERIENCE

Jr. SAP ABAP Developer, 10/2020 - 06/2023
Blackbaud – Austin, TX

- Created procedure documents in [Software] to guide end-users through new processes.
- Gathered business requirements for SAP reporting and functionality enhancements.
- Troubleshot server-side application issues to reduce overall downtime.
- Analyzed code and corrected errors to optimize output.
- Modified existing software to correct errors, adapt to newly implemented hardware or upgrade interfaces.
- Reviewed project requirements to identify customer expectations and resources needed to meet goals.
- Assessed code during testing stage to determine potential glitches and bugs.
- Resolved customer issues by establishing workarounds and solutions to debug and create defect fixes.
- Worked closely with systems analysts, engineers and programmers to understand limitations, develop capabilities and resolve software problems.
- Analyzed user needs and software requirements to determine design feasibility.
- Collaborated with support team to assist client stakeholders with emergent technical issues and develop effective solutions.
- Programmed applications and tools using object-oriented languages with goals of code abstraction, stability and reuse.
- Identified opportunities for process improvements to decrease in support calls.
- Recommended improvements to facilitate team and project workflow.
- Performed troubleshooting of post-release software faults to support live service and installed software patch design.
- Improved and corrected existing software and system applications.

IT Support Engineer, 05/2017 - 10/2020
Wells Fargo – Fountain Hills, AZ

- Troubleshot hardware issues and worked with service providers to facilitate repairs for end users.
- Handled customer service issues by providing guidance or escalating for advanced support.
- Used remote login tools to assist clients with technical and product questions.
- Assisted customers with various types of technical issues via email, live chat and telephone.
- Delivered local and remote Tier 1 and 2 IT support for hardware and software to company personnel.
- Maintained up-to-date case documentation for future reference.
- Served as first point of contact for incoming technical service calls and emails.
- Documented customer complaints and inquiries for use in technical documentation and bug tracking.
- Monitored support activity trends to create problem resolution and solution reports.
- Collaborated with technical staff to establish goals and objectives for system improvements and upgrades.
- Stayed abreast of latest software developments to enhance job knowledge.
- Demonstrated advanced product knowledge to solve customer issues.
- Increased technical knowledge by reading trade publications, operating manuals and diagnostics information.
- Created and implemented new troubleshooting processes, improving efficiency and customer satisfaction while reducing costs.

Application Support Engineer, 05/2015 - 04/2017
Greentree Systems – City, STATE

- Conducted root cause analysis to identify basis of application problem.
- Debugged and repaired application issues.
- Delivered technical support to clients by offering solutions based on specific problems and concerns.
- Collaborated with internal teams to resolve customer issues and support customer service goals.
- Liaised with clients to clarify business challenges and objectives to optimize performance of existing systems.
- Logged status of jobs in work tickets using [Software] tracking system.
- Performed troubleshooting and resolution for company-wide technical issues.
- Updated and maintained knowledge base information for documentation and future reference.

Application Support Engineer - Contract, 05/2014 - 05/2015
Driscoll Strawberry Associates – City, STATE

- Handled user account access management, assigning credentials, distributing permissions and terminating defunct users.
- Escalated technical issues to development or technical operations team following prescribed support guidelines.
- Contributed to technical support documentation by updating literature based on common support interactions and known issues with software.
- Answered software and clinical application questions with detailed explanations and examples.
- Coordinated with [Job title] to identify and address customer needs.
- Maintained positive working relationship with fellow staff and management.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Read technical manuals, conferred with users or conducted computer diagnostics to investigate and resolve problems.

EDUCATION AND TRAINING

Bachelor of Science: Management Information Systems
University of California - Santa Cruz - Santa Cruz, CA

ACCOMPLISHMENTS

- **Recipient of Karl Pister Leadership Opportunity Award**

The $20,000 scholarship is awarded to transfer students from 13 California community colleges who have demonstrated exceptional achievement through academic and extracurricular accomplishments. Awardees have also demonstrated involvement in activities that improve and assist the lives of others, and exhibit outstanding leadership qualities.

ACTIVITIES AND HONORS

- **Psi Beta Honor Society - Lifetime Member**

Psi Beta is a scholastic honor society that recognizes academic achievement among students in the field of Psychology at Two-Year Colleges.

Sociey of Women Engineers - Santa Cruz Chapter