



Jessica Claire

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## Summary

Motivated IT Project Manager skilled in requirements gathering and managing all aspects of the product lifecycle. Willing to go the extra mile to deliver a quality product on time and within budget.

## Highlights

VB.Net, AJAX, XML, ASP.Net, JavaScript, C++, FORTRAN, Java,  
Fortran 90/95

RDBMS: SQL Server 2005/2008 R2, Stored Procedures, Team  
Foundation Server, MSSRS, SSIS

- Concepts: TCP/IP, RDBMS, ETL, Relational Database Design, Agile Software Development, SCRUM Master Knowledge of Product Lifecycle Management (PLM)
- Scrum methodology

IDE/Tools: .Net Framework, Enterprise Manager, Query Analyzer,  
Crystal Report 11.0, SQL Server Management Studio, SQL Business  
Intelligence Development Studio.

## Accomplishments

### Experience

04/2013 to Current Senior Web Systems Analyst Arthur J Gallagher & Co. | Lancaster, CA,

- Areas of responsibility include all fund activity for non-US (EMEA) regions.
- Currently actively involved in PIMCO's Digital Transformation Initiative while continuously supporting all EMEA legacy SharePoint sites.
- Technical point of contact for new European ETF website which is intended to replace Source.Info site Providing high-level strategic business and process change execution for all PIMCO websites Lead technical support for all geographic markets across EMEA Subject Matter Expert for all GIS, Select, Canada Retail, and Canada CEF sites Provide training and support to Digital Media Group (DMG) for Digital Transformation Initiative (DTI) Coordinate weekly Web Team Global Status meeting with Technology and DMG representatives Lead re-architecture committee for Subscription Management System (SMS) and Client Access System Managed launch and authored all supporting documentation for EMEA Financial Advisor Centers Coordinated Responsive Web Design retrofit of all SharePoint sites (US and EMEA) Expert level knowledge of MS SharePoint configuration, list creation, content types, and meta-data EETF Client Access Japan Refresh SMS Re-architecture FA center for IT, DE, and Japan EMEA new development (GIS, Select Funds) Canada new development (Canada Retail, Canada CEF Canada CEF launch DTI US launch- All non-funds pages (Insights, Experts, Resources, Video) DTI Australia launch.

01/2011 to 01/2013 Senior Business Analyst Wells Fargo Bank | Brush Prairie, WA,

- Hired to combine systems thinking and to guide organizational change by utilizing existing applications and updating strategic framework.
- Translated high level business requirements into functional specifications for the IT organization and manages changes to such specifications Negotiated agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation Develop Ad-Hoc reports using MS SQL Reporting Services 2005 and MicroStrategy 9 Develop custom VBA/ACCESS applications to support business and operational processes Lead requirements gathering effort for new Enterprise Case Management System Ensure data mapping of legacy data from AS400 Mainframe into Oracle database.

05/2010 to 08/2011 Technology Consultant - Project Manager Allergan Pharmaceuticals | City, STATE,

- Consulted on a project with nine unique work-streams in the US, Europe, and Australia.
- The project was a global Records Management Initiative which involved the creation and updating of existing SOP's, piloting new Work Instructions, and creating organizational readiness plans.
- Developed Validation Plan (VP), Functional Risk (FRA), and Strategic Risk Assessments (SRA).
- Wrote Corrective and Preventative Action (CAPA) Protocol, Disaster Recovery and Business Continuity Plans, and Employee Training Matrix.
- Authored and implemented SOPs, Work Instructions, Forms, and Templates surrounding the Systems Life Cycle (SLC).

06/2001 to 05/2010 Lead Full Stack Developer MCIS | City, STATE,

- Acted as Web-Master and lead developer for Enterprise Case Management System development.
- Lead a team of five developers that designed client/server web based Case Management Systems leveraging .NET and SQL Server technologies Performed Logical and Physical Data Modeling utilizing MS SQL Server 2008 Webmaster for Enterprise wide site utilizing Adobe Dreamweaver Designed and developed Intranet site using open source DotNetNuke ASP.NET CMS.

#### Education

Expected in 2015 to to Masters of Business Administration | FRESNO STATE UNIVERSITY, Fresno, California GPA:

Expected in 2005 to to Master of Science | Information Systems UNIVERSITY OF SAN FRANCISCO, San Francisco, California GPA:  
Information Systems

Expected in 1994 to to Bachelor of Arts | Chemistry VANGUARD UNIVERSITY, Costa Mesa, California GPA:

#### Chemistry

Expected in to to Sitecore CMS Security Administrator, 2014 Sitecore ECM Fundamentals for Marketers, 2014 Sitecore DMS Fundamentals for Marketers, 2014 Sitecore Certified Technology Specialist, 2014 Foundations of Software Security, Stanford University, 2009 IT Organizational Benchmarking, Stanford University, 2009 Managing Generational Diversity in the Workplace, Merced College, 2008 SQL Server 2005 Course #2779: Implementing a Microsoft SQL Server 2005 Database, 2008 NET Framework Course #2310: Web application design using .NET Framenwork, 2005 | , , GPA:

#### Skills

.NET, ASP.Net, VB.Net, Adobe Dreamweaver, Ad, Agile, AJAX, application design, AS400, Benchmarking, Business Intelligence, C++, Case Management, client/server, CMS, content, Crystal Report, Client, Data Modeling, Database, DTI, Disaster Recovery, documentation, Employee Training, ETL, XML, Financial Advisor, Forms, FORTRAN, Functional, Funds, GIS, IDE, Java, JavaScript, Mainframe, Managing, ACCESS, SharePoint, MicroStrategy 9, Enterprise, Oracle database, developer, Organizational, processes, RDBMS, Relational Database Design, Reporting, requirements gathering, Retail, SCRUM, SMS, Software Development, SOP, MS SQL Server, MS SQL, Microsoft SQL Server, SQL, SQL Server, Strategic, systems thinking, TCP/IP, technical support, unique, Validation, Video, VBA, Web Design, website, websites, Webmaster, Web-Master