

Jessica Claire

, , 609 Johnson Ave., 49204, Tulsa, OK 100 Montgomery St. 10th Floor

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## Summary

Seeking a position as a IT Systems Administrator. Innovative individual willing to tackle data backup tasks and network disaster recovery preparations. Knowledgeable in virtual systems management and setup, as well as VOIP and wireless systems, along with mobile device management. A Multilingual Network Administrator with great skills in problem- solving, analyzing issues and critical thinking.

## Skills

- Time Management and Prioritization
- Complex Problem Solving
- Analytical Thinking
- Front-End Skills: HTML, CSS
- Avid Learner
- Communication and Interpersonal Skills
- Front-End Programming: HTML5, CSS3
- Network Repairs and Maintenance
- System Upgrades
- Computer Systems Installation
- Data Backup
- User Support
- Verbal and Written Communication
- Hardware Installation
- Technical Troubleshooting
- VoIP Systems
- Workstation Maintenance
- Quick Learner
- Project Management
- Decision Making
- IP Addressing and Subnetting
- Virtual Machine Operation
- Mobile Device Management
- Permissions and Access Control

## Experience

12/2012 to Current

Network Administrator/Web Designer Morgan County Commission â€“ City, STATE,

- Responsible for the setup, troubleshooting, and repair of desktop and laptop computers, and printers in use by the Morgan County Commission and all of its departments and offices
- Work with Active Directory to create, maintain, and troubleshoot user accounts and systems including the creation and distribution of new group policies to all systems
- Responsible for troubleshooting network connectivity issues and setting up devices for use on the network
- Responsible for the setup of all wireless access points and different wireless networks
- Responsible for doing network updates as well as network repairs for Morgan County
- Worked with Virtual Machines including creating, backing up, and maintaining the systems
- Responsible for programming, maintenance, and updating of the Commission website, and department webpages
- Responsible for procuring and assisting in the procurement of equipment and other needs for technology related projects across all departments. This includes helping departments plan for equipment changes and upgrades and help them choose and order the appropriate equipment to achieve their goals
- Communicate with service/maintenance providers about issues that arise that are related to equipment and/or services they provide, and to contact manufacturers for support and equipment warranty issues to get the problems resolved in a timely manner
- Assist in the installation of Cisco switches
- Maintain and configure all VOIP devices along with the Call Manager and voicemail systems.
- Liaise with different service providers for about rates, services, contracts, and what products they have that will meet the needs for different projects, while also making sure that said rates are in accordance with regulations and guidelines

06/2011 to 04/2013

Lead Computer Technician, System/Network Administrator DTM Computer â€“ City, STATE,

- I am responsible for the building of all the computers ordered at the store, as well as all repairing and troubleshooting all desktop computers and laptop software issues brought in by customers
- I am also responsible for maintaining all the computers at the store, the local network, and the server
- I have to keep up with the latest items and trends in both computer hardware and software that is out and that is coming out through reading magazines and in discussions with other network administrators and IT personnel
- Communicating with customers about their computers and with other employees is critical for the successful completion of the jobs brought in
- Also conduct backups of customer and store data for retrieval and later use
- Also configure and build servers for customers.

12/2005 to 06/2011

Assistant / General Manager Papa Johnâ€™s Pizza â€“ City, STATE,

- I am responsible for the day to day operations of the Papa Johnâ€™s restaurant
- Responsible for Local Marketing, food ordering, proper use of food, all customer service issues, and hiring for my store
- Responsibilities included making sure I met all budgeted sales, and food goals as well as increasing sales while controlling food and labor costs.

- Applied knowledge of coverage needs and individual employee strengths to produce successful team schedules.

#### Education and Training

Expected in 12/1997 to to

B.S.E: History, Social Science

OUACHITA BAPTIST UNIVERSITY - Arkadelphia, AR

GPA:

Expected in to to

: French Language And Literature

University of Arkansas At Little Rock - Little Rock, AR

GPA:

- Completed graduate coursework in French Revolution Seminar and French Literature

#### Languages

Portuguese:

Native/ Bilingual

Negotiated:

French:

Professional

Negotiated:

Spanish:

Limited

Negotiated:

#### Additional Information

- Continuing Currently taking courses Network+ and Server+
- Currently have the following Cybrary.IT certifications: Communication & Network Security, Microsoft AD Domain Services, Microsoft User Account Management, Network Fundamentals, Managing a Network Infrastructure, Create a Network Subnet, Internal Components of a Computer, Peripheral Devices and Connectors, and Fundamental System Troubleshooting