

Jessica Claire

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Professional Summary

Seeking a responsible and challenging position with a turbulent and dynamic organization which offers opportunities for personal and professional development and where I can best utilize my knowledge, skills, and work experience to achieve organizational goals.

Skills

- Expert in conference rooms and meeting setups, testing, and monitoring
- Excellent communication skills
- Excellent problem-solving abilities
- Strong communication skills
- Customer relations specialist
- Expert in WebEx, Adobe Connect, and VTC
- knowledgeable in Audio/Video equipment
- Executive presentation development
- Conference rooms upgrades
- meeting platforms upgrades
- Report development
- Technical specifications creation
- Remote access technology
- Purchasing and procurement
- Excellent diagnostic skills
- Self-starter
- Analytical and critical thinker
- Website and portal monitoring
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- Data backup and retrieval

Work History

Telecommunication Engineer & Communication Specialist, 08/XXX3 to Current
Randstad/International Monetary Fund " City, STATE,

- Responsible for providing high level support for collaboration platforms including Adobe Connect, Polycom Video Tele-Conferencing (VTC), Skype, Lync, and conference bridges.
- Provide high level assistance for setting up conference rooms for meetings to be held via Adobe Connect and VTC such as Polycom RealPresence or VTC unit.
- Technical writing and documentation for Collaboration platforms including How To documentation, FAQs.
- Assisted the Communication Team in creating marketing material for the collaboration tools.
- Management of AV/IT Team Sharepoint site.
- Management of Intranet information Web pages for Collaboration platforms.
- Presentation and Training for new Collaboration tools/services. Preparation of collaboration tools presentation and training material.
- Draft IT info communication related to AV tools/services to be sent to users.
- Assist Senior Management in conducting conferences involving collaboration tools.
- Performance of routine health checks for Collaboration platforms.
- Upgrading of VTC units and Adobe Connect platform when required.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.

Cisco WebEx/Web Conferencing Manager, XXX3 to 08/XXX3
Department Of Labor " City, STATE,

- Engaged in multiple projects to implement WebEx services successfully throughout DOL.
- Created documentation for WebEx services within DOL Standardize the tool by creating guidelines, requirements and regulations.
- Tested new changes/issues and document the findings.
- Presented and demonstrated WebEx as an effective collaboration tool for users to consider and utilize.
- Trained employees by giving weekly training
- Confirmed security configurations of the WebEx platform by following the security assessment requirements and maintained the configurations.
- Troubleshoot technical issues related to WebEx such as certain features not working or lagging issues.
- Prepared some of the conference rooms to make them "WebEx friendly" and provided the technical requirements to accomplish the goal.
- Created a billing module for DOL's Accounting/Finance department to use for WebEx related charges.
- Created a cost savings analysis tool via Excel to demonstrate benefits of using WebEx and presented it to the board.
- prepared weekly and monthly reports for reporting purposes
- Maintained WebEx users' list by importing up-to-date list into the admin site.
- Assisted customers in selecting WebEx platform according to their meeting requirements, conducted demos and dry runs, and provided on-site support for large events.
- Worked with Verizon to transition other agencies into DOL's WebEx services; created a plan and listed tasks required for successful transition.
- Acted as a backup for WAN support for the Enterprise Services Group.

- Received a standing ovation award from KPS and DOL for recognized dedication which led the WebEx project to a great success.

Wireless Analyst - Mobile Support and Administrator, 06/XXX2 to XXX3
SRA International â€“ City, STATE,

- Performed Wireless duties such as new device orders, Enterprise Activation via BES, troubleshoot issues on devices, replacements.
- Worked with Sprint, Verizon and AT&T vendors for issues related to their services or devices.
- Worked with blackberries and iPhones.
- Helped users activate and troubleshoot their devices.
- Ensured the device is working properly and activated on BES once user receives it.
- Worked closely with users for any device related issues.
- Assisted users with data backup and synchronization.
- BYOD program management for iPhone & iPad

RSA Administrator & Telecommunication/Conferencing Admin, 05/2008 to XXX3
SRA International Inc â€“ City, STATE,

- Sole conference admin for the company of more than 6000 employees; handled Cisco WebEx, audio teleconferencing, and video teleconferencing (VTC) administration.
- Responsible for creating and managing Cisco WebEx and Verizon Teleconferencing accounts.
- scheduled and setup VTC meetings on the bridge using Polycom MGC manager software; conducted tests before meetings; monitored each meeting via Polycom remote monitoring tool.
- Reported VTC units and connectivity issues to network team, test issues with the team, and follow up for solutions.
- Worked directly with the vendors to troubleshoot issues with WebEx and/or Verizon audio accounts.
- Responsible for creating, updating and managing documentation for WebEx, audio conferencing and VTC posted on the SRA portal.
- Tested new changes within existing Polycom infrastructure and worked with the Network team to find issues.
- Managed the WebEx licenses monthly by running reports on each license usage and deactivate any unused license.
- Managed RSA tokens for the employees Monitor data for secure id tokens to ensure the security of the company information.
- Weekly orientation to educate new hires on RSA token and remote access.
- Assigned and un-assigned tokens via RSA Security Console
- Troubleshoot RSA token related issues
- Terminated remote access for termed employees Manage monthly reports for token via Excel.
- Provided logs for login failure upon SOC request.
- Maintained and monitored user access log for intrusion or threat.

Helpdesk Technician Tier II, 05/2008 to XXX3
SRA International â€“ City, STATE,

- Covered hotline shift to assist user over the phone for account and password management via Active Directory, and remote access issues.
- Created helpdesk tickets via Remedy for other techs.
- Worked on technical tickets assigned.
- Managed several Active Directory groups assigned to me within the team.
- Managed updates for network outages and updated incidents accordingly
- Set up and configured hardware and software on company equipment.
- Restored data, operating systems, files, documents and drivers.
- Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues.
- Ordered necessary supplies and parts to repair malfunctioning hardware.

Tech Support/ Helpdesk, 04/2007 to 05/2008
Ratner Co â€“ City, STATE,

- Responded to requests for technical assistance via phone and remote control.
- Troubleshoot system and network problems.
- Diagnosed and solve hardware/software faults.
- Responsible for network related issues.
- Provided Tier I and II level support for network issues.
- Worked with the service provider to schedule a dispatch to replace equipments such as routers and worked with them to setup the new equipment New LAN setup support

Education

Bachelor of Science: Information Technology/Network Security, Expected in 2007 to George Mason University - Fairfax, VA

GPA:

Information Technology Network Security

CompTIA A+ certified: , Expected in to - ,

GPA:

Technical Skills

A+ certified, Accounting, Active Directory, Adobe, Audio, backup, benefits, billing, Cisco, hardware, encryption, Client, excellent customer

service, customer service, documentation, Senior Management, features, Finance, help desk, image, imaging, information security, LAN, Lotus Notes, managing, meetings, Access, Excel, MS Office, Enterprise, Network, policies, PR, printers, program management, reporting, routers, technical assistance, Technical writing, Technical documentation, phone, Troubleshoot, Troubleshooting, Upgrading, Video, WAN, Web pages

Certifications

CompTIA A+

Additional Information

- Citizenship Status US - Citizen