

Jessica Lynn Forbes

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Summary

More than seven years of progressing technical experience, project management experience, application support, scripting and report development from a client facing position.

Education

BACHELORS | MAY 2010 | GEORGE WASHINGTON UNIVERSITY

- Major: Computer Science
- Secondary Degree : Business Administration
- Concentration : Digital Media
- Related coursework: Discrete Structures, Algorithms, Information Security, Data Architecture, Financial and Managerial Accounting, Operations Management

MASTERS | IN PROGRESS | NORTHEASTERN UNIVERSITY

- Major: Informatics
- GPA 3.7
- Expected 2017

Skills & Abilities

TECHNICAL PROJECT MANAGEMENT

- Managed upgrades and rollouts of VOIP phone system, Microsoft Exchange and many other applications.
- Planned, managed and implemented transition from physical tape backup to EMC Data Domain.
- Planned, managed and implemented overhaul of our Salesforce.com system including using salesforce.com API.
- Information Technology Project Management, Spring 2013 - NEU

DATABASE ADMINISTRATION. SCRIPTING AND ANALYTICS

- MySQL, SQL, Microsoft Access
- Python, SAS, Google Analytics, Excel VBA
- Database Administration – Winter 2014 – NEU

SYSTEM ENGINEERING AND ADMINISTRATION

- Redhat Linux and Windows Server 2008/2012
- Active Directory and Microsoft Exchange
- VMware VSphere, EMC Networker - Data Domain
- AWS – EC2, CloudFront
- Cisco firewalls & switches, load balancing and network optimization, TCP/IP, UDP, and HTTP
- Management of Information Security, Summer 2013 - NEU

COMMUNICATION

- Successfully completed Amazon Call Leadership Program
- Developed documentation and training information for new products and new processes
- Experience drafting RFIs, SOWs and maintaining Change Control Board documents

Experience

CLIENT SYSTEMS & SUPPORT ENGINEER | KIVA SYSTEMS – AN AMAZON COMPANY | OCTOBER 2013 - PRESENT

- Provided 3rd and 4th tier support for client robotic logistics systems which are Java, Python and Redhat Linux based.
- Eliminated backlog of 800+ cases that had been left in system following Amazon acquisition and restructuring.
- Coded dashboard of engineer caseload and metrics for internal executive management team and Amazon leadership.
- Served as POC for many clients during Corporate Peak Readiness program, testing systems before yearly ramp ups.
- Implemented and maintained team documentation repositories and resources on Jira, SharePoint and Confluence.
- Reported software bugs and hardware issues, working with developers and test engineers to resolve or patch issues.
- Championed and managed implementation of client support portal for clients to submit cases digitally.
- Scripted reports and webscripts for clients to improve site efficiency, acted as team resource to code and deploy scripts via Mercurial.

IT ASSOCIATE | THE KESSLER GROUP | JULY 2011 – SEPTEMBER 2013

- Served as manager of helpdesk serving over 100 employees, reported to Director of Information Technology
- Managed dozens of virtualized Windows and Linux servers.
- Planned and managed Exchange Mail Server upgrade from 2003 to 2010.
- Planned and managed upgrade of EMC backup systems and Data Domain.
- Managed and deployed upgrade to a ThinkingPhones VOIP system.
- Implemented a cost cutting antivirus system bundled with laptop encryption software.
- Planned and implemented deployment of an open source Linux based imaging solution that also integrated asset management saving thousands per year.

TECHNOLOGY COORDINATOR | COMMUNITY CHARTER SCHOOL OF CAMBRIDGE | JUNE 2010 – JULY 2011

- Responsible for all deployment and purchasing of class technology including laptops, Projectors and smartboards.
- Provided phone, in person and remote support to over 300 students and staff in the lower and upper schools.
- Responsible for school-wide hardware repair, server maintenance, backup system image and software deployment.
- Researched and implemented new tools for students and teachers to improve the academic experience.
- Led teacher technology training in Microsoft Office and other educational applications.
- Taught guest lectures on digital software such as using Google SketchUp for Geometry classes.
- Served as assistant coach of coed soccer team.

SENIOR STUDENT TECHNICIAN | GEORGE WASHINGTON UNIVERSITY | MARCH 2008 – JUNE 2010

- Provided telephone and in person support for over 20,000 student and faculty members.
- Began as lower level helpdesk, promoted to field support and then team leader.
- Provided certified hardware support on HP, Dell and Apple computers.
- Responsible for software imaging and virus support for Windows XP, Vista, Windows 7 and OSX.
- Provided field support for systems as well as fiber to desk lines.
- Averaged 35 hours a week working while also being enrolled in the school's Computer Science department with a full academic course load.

ANIMATION INSTRUCTOR | GEORGE WASHINGTON UNIVERSITY | JUNE 2008 – APRIL 2010

- Began teaching digital animation through Photoshop and 3dsMax at a weeklong Computer Science Summer Program in 2008 when the head of the animation program was unavailable.
- Program was so popular in its first year that a workshop series for local students was requested by the school and created using shortened lessons.
- By 2009 the summer program had doubled in length and participants with Animation being the only section full.
- Created the entire curriculum from scratch, powerpoint presentations and cheat-sheets were created as well.
- Was paid a rate of \$100/hour for each class as any associate professor would be.

Professional Memberships

SOCIETY OF WOMEN ENGINEERS | 2006-2010

AMAZON WOMEN ENGINEERS | 2013 – PRESENT

KIVA WOMEN IN TECHNOLOGY | 2013 - PRESENT