

Jessica Ward

Dedicated Sales Specialist with over 7 years Enterprise IT experience helping customers research and understand the industry, assess their internal environments, and develop IT initiatives based on security best practices. Seeking a position where I can apply my strong analytical skills and industry experience in pursuit of mutual growth.

Experience

Nov 2014 – Present, **SHI International Corporation**

Senior Business Development Manager, Global Strategic Accounts

- Build and maintain strong trusted advisory relationships with Hi-Tech Enterprise Customers
- Provide ongoing analysis of industry trends, new technologies, and best practices to help customers make educated IT decisions
- Coordinate monthly governance reports, quarterly business reviews, product roadmaps, and threat/attack reports from the cybersecurity industry
- Manage global project planning, deployment, and implementation across a wide array of IT technologies and solutions
- Provide ongoing technical training and mentor junior team members

Nov 2012 – Nov 2014, **SHI International Corporation**

Account Manager, Inside Sales

- Developed strong relationships with IT manufacturers and product suppliers while providing exceptional customer service to long-standing Enterprise customers
- Processed customer transactions including pricing proposals, purchase orders, returns, and detailed customer reports
- Created documentation for customers including process mapping, agnostic product comparisons, and asset management reports

Sept 2009 – Nov 2012, **Rutgers, the State University of New Jersey**

Student Supervisor, Office of Information Technology

- Provided second level support for University IT Help Desk and Networking Team
- Worked with University Information Protection Services team to provide network monitoring, incident response and remediation
- Developed continual training programs for staff to expand technical knowledge base
- Provided 24x7 monitoring and reporting for University systems and applications including on-demand issue resolution

Education

2008 – 2012, Bachelor of Arts, **Rutgers, the State University of New Jersey**

2004 – 2008, High School Diploma, **Nazareth Area High School**

Personal Info

1050 George St. #14K
New Brunswick, NJ 08901

jess@jward.io

610 905 5688

git.xhost.io/jess

Technical Skills

- Python, PHP, JavaScript
- D3.js, Bootstrap
- Networking
- Linux
- Relational Databases
- Web Development and Design
- Content Management Systems
- Google Analytics, Matomo
- Microsoft BI, Dynamics CRM, Dynamics AX, and Sharepoint
- Microsoft Office Suite
- Virus and Malware remediation

Qualifications

- Self-motivated and reliable
- Excellent written and verbal communication skills
- Exceptional customer service experience
- Accomplished problem-solving abilities
- Detail oriented
- Flexible team player