

# Jill W.

## Untapped Potential Candidate

Greater Hartford Area/CT

860-977-9408 / [fellowship@upotential.org](mailto:fellowship@upotential.org)



### PROFILE

Successful IT professional with progressive leadership and technical experience across the Airline, Consulting Services, Legal and Insurance industries. Recognized for being a great communicator and building relationships within a project team and across all areas of business.

### KEY SKILLS AND COMPETENCIES

- **People and Project Management** - multi-site technical projects and teams of up to 25
- **High level client management** of Fortune 500 companies
- **Technical Acumen** - early software development experience, extensive Program Management experience, ability to learn new systems quickly
- **Proficient in Spanish**

### PROFESSIONAL EXPERIENCE

#### Northwest Airlines, IT Executive Resource (2 years)

Eagan, MN

*Dedicated IT support contact for NWA Executives.*

- Delivered “white glove” dedicated technical support and training to C-suite NWA Executives throughout the airline including those residing in the Government Relations Office in Washington D.C.
- Provided technical support to the Sales Department Field Support Technicians including the evaluating, testing and distributing of application and OS Updates for Sales Staff laptops.
- Functioned as the ‘expert to the experts’, providing 3rd level support to the NWA Field Technicians.

#### Northwest Airlines, Manager, Developer Center of Excellence (2 years)

Eagan, MN

- Member of the *Applications Resource Management* team that improved IS System Design, Development, and Quality Assurance capabilities through the implementation of “best practice” standards.
- Successfully managed a diverse team of 25 technical professionals, increasing employee satisfaction 5% YOY for 1998.
- Managed project and human resource allocation across a matrixed organization.
- Mentored and coached employees, providing programmatic support and effective performance improvement plans.
- Forecasted staffing needs and partnered with Human Resources to actively attract and source high quality candidates to meet them.
- Ran Entry Level Training Program from interviewing and selecting the candidates through working with IS Education to determine the curriculum.

#### Cotelligent (ESP Software Services, Inc.), Consulting Services Manager (2 years)

Minneapolis, MN

*ESP Software Services was a privately held IT consulting firm that merged with the public company, Cotelligent Inc., a national consulting firm looking to expand its upper Midwest presence*

- Hired, managed and advocated for a team of 25 Consultants as the primary, two-way communication link between ESP and the team of consultants at various major account sites, e.g. Target and 3M.
- Evaluated and communicated consultants’ performance based on feedback from the Client Manager, Peers, and the Account Executives. Determined salary increases for Consultants.

- Guided and assisted consultants creating a Professional Development Plan based on both career and personal goals.
- Planned, coordinated and facilitated ESP-sponsored events, such as Technical Focus Groups, Company Picnics, Saints' baseball games, and Bowling Night.

**Thomson Reuters (West Publishing Company), Lead Software Engineer (3 years) Eagan, MN**

- Provided training, technical and organizational support to clients in production of large-scale electronic publishing projects using the PREMISE System.
- Demonstrated PREMISE Software and facilitated information sessions at various trade shows, law school classes, Sales Fairs and New Employee Orientation.
- Communicated end-user functional software needs to developers and tracked responsiveness through electronic bug-tracking reporting system.
- Ran functional test algorithms for pre-production versions of publishing and research software.
- Developed and implemented a beta test period for PREMISE Publisher, including selection, training and technical support for 5 of 20 beta test sites.

**Thomson Reuters (West Publishing Company), Senior Software Engineer (2 years) Eagan, MN**  
*Information Center Consultant - 2nd level Help Desk*

- Provided technical support for approximately 500 users' desktop and portable systems.
- Developed relationships with department contacts to prioritize problem resolutions and support needs.
- Trained employees in state-of-the-art software packages.
- Configured, installed and upgraded new hardware and software.
- Assisted in the selection of software and hardware standards.

**Thomson Reuters (West Publishing Company), Software Engineer (3 years) Eagan, MN**  
*WESTLAW Office Automation Support and Development*

- Documented and trained Customer Service Representatives on the functionality of third party communication software packages for use with the West Publishing software packages.
- Drove the integration of applications through acquiring vendor Application Programming Interfaces.
- Evaluated third party communication packages for compatibility with in-house applications.

**COMMUNITY EXPERIENCE**

**AFS Intercultural Programs - Host Parent/Family (current) Canton, CT**

- Increasing cultural awareness and understanding in our family and community through hosting an international high school student from Spain with our family for the entire school year.
- Participate in area activities that promote AFS and its mission to build a more just and peaceful world through international education and exchange.

**St. Patrick K-8 School, Media Center Consultant (2 years) St. Charles, IL**

- Tested and implemented electronic book access for school staff and students via eRead Illinois.
- Developed and delivered training to students and staff on system use, protocols and optimization.
- Handled web page administration and EOY inventory control.

**St. Patrick K-8 School, PTO Vice President (1 year)**

**St. Charles, IL**

**Girl Scouts USA, Troop Leader (7 years)**

**St. Paul, MN and St. Charles, IL**

**EDUCATION AND CERTIFICATION**

***Bachelor of Arts, International Management (Concentrations in Computer Science and Spanish) –***  
College of St. Benedict, St. Joseph, MN

***Semester Study Abroad Program - Madrid, Spain***

St. Louis University, Madrid Campus, Madrid, Spain