

Jesse Wolcott

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Experience

- **Optum Insight, a United Healthgroup Company** **Baltimore, MD**
Senior Technical Support Consultant - Supervisor *January 2015 – Present*
 - Supervising manager of 4 direct reports
 - Ownership of incident and problem resolution, including event management, across the enterprise
 - Active day-to-day management of ACD phone queues and technician resource delegation
 - Act as IT liaison to Directors, VPs, and C-level Executives
 - Continuous augmentation of the interview process to build desktop support team
 - Develop performance analysis using metrics of work-completed
 - Act in Project Management capacity to outline strategic goals and long-term planning for IT access during infrastructure integration
 - Coach and grow team members and direct reports in Maryland and Texas
 - **United Healthcare, Medicare and Retirement** **Baltimore, MD**
Senior Technical Support Analyst - Team Lead *April 2012– December 2014*
 - Coordinated network transition to match pre-defined specifications regarding infrastructure setup and network topology
 - Integration from privately-held company to full compliance with United Healthgroup's IT infrastructure
 - Consistently maintain an up-to-date ticket queue
 - Administration of Windows Server 2008 and 2003, including Active Directory and Exchange management, as well as DHCP, DNS, and Print Management
 - Lead deployment team to the successful revision of Microsoft SCCM system deployment
 - Developed Quality Assurance processes for each area of responsibility in Desktop Support
 - Created documentation to outline organizational design with regard to IT systems access
 - Spearhead initiatives to foster team building with international teams in India and Philippines
 - Developed change management methodology for system configuration
 - Managed several cost-saving initiatives related to software licensing
 - **Ease Technologies, Inc.** **Columbia, MD**
Network Engineer *2007 – 2012*
 - Managed and facilitated the operation of an implementation and deployment center as a home-base for all deployment and setup projects
 - Managed several contracted employees across multiple concurrent projects to ensure project completion on time, and under budget
 - Coordinated the reception, setup, inventory and distribution of thousands of iPad tablets into Prince Georges County Public Schools Title 1 program
 - Planned and executed the Apple Computer Replacement Plan deployment projects for Howard County, Cecil County, Prince Georges County, and District of Columbia Public Schools
 - Developed custom solutions based on Linux and Unix, including a custom Macintosh post-deployment set-up solution, and digital signage client-server systems
 - Built and maintained various configurations of servers, ranging from single-purpose Apache servers, to internet gateways with directory servers and TFTP-based solutions
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Education

- **Washington College** **Chestertown, MD**
B.S., Business Management *2007*
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Certifications

- **ITIL Foundations 2011 v3** **2015**