EMILY J. JACKSON

OVERVIEW

Emily Jackson is an Entrepreneur and IT Consultant positioned as one of the trendsetters in event management services Information Technology solutions, social media marketing campaigns, and supply chain logistics. She has 25 years in sales and marketing, and over 20 years of Information Technology Management which merges a needed service. Ms. Jackson utilizes cloud-based technology with her clients, including virtual media (video mail, live broadcasting/web conferencing, as well as video instant messaging). Ms. Jackson has experience with completing detail bid proposals and negotiating large contracts.

PROFESSIONAL EXPERIENCE

CHASE ONE NETWORK LLC, Washington, DC, *CEO/President*
Mar 2003 – Present
- development, marketing strategy and consultancy services primarily for start-up companies;
- Information technology, computer training, network support, web management and systems analysis;
- Supply chain logistics reselling IT/computer, office, medical, janitorial supplies to federal government, local government, and commercial businesses, and
- Provide residential real estate services.

GETRONICS-GOVT SOLUTIONS, Washington, DC, *Systems Analyst/ Engineer*
Nov 1998 – Nov 2002
- Provide global email service and support, network/back -up server administration
- Implement network deployment as a contractor for Department of Justice, Immigration & Naturalization (DOJ-INS) Service including overall site lead of LAN/WAN systems and security;
- Provide recommendations regarding the maintenance & upgrade of networks, and
- Implement system fault tolerance, system performance, systems configuration management and maintaining records as required by the DOJ-INS**.**

KEANE FEDERAL SYSTEMS –Rockville, MD, *Engineer Consultant,*
Jun 1997- Jul 1998
- Cultivate special projects for operating system upgrades, e-mail migration, upgrading over 250 end-users at Department of Justice (DOJ) INS Headquarters in Washington, DC;
- Performs a key role in the development and publication of the Draft Implementation Plan (DIP) and System Administration Guide utilizing;
- Exceed service level agreement expectations by 55% in the development, and implementation of the INS Enterprise Wide Network Directory Service Structure.

COMPUTER LEARNING CENTER (CLC) – Alexandria, VA, *Recruiter,*
Jul 1996- Mar 1997
- Recruit candidates for admissions to software development and computer training programs with a 95% close rate;
- Conduct seminars with professional businesses in need computer training, and
- Create corporate visibility as a representative to work with the Capitol Hill liaison to discuss articulation agreements with Department of Education, area high schools and colleges to increase technical training for young adults.

SPRINT COMMUNICATIONS – Reston, VA, Account Representative
July 1993– Sept 1995

Exceed overall marketing/sales goals monthly by 85%; and

Penetrate new strategic regional accounts and *up-sold* existing accounts leveraging long distance products in both residential commercial markets.

TECHNICAL PROFILE

Systems Analyst/Deployment Network Engineer

- Conducts and performs technical site survey to document and capture technical requirements for LAN/WAN implementations;
- Review and edit technical surveys for technical soundness, accuracy and ensure surveys adhere to security standards and specifications;
- Provide desk side technical support to senior INS officials and management with hardware and software issues;
- Participate in DRR (Deployment Readiness Review) meetings to gather technical requirements for complex projects;
- Upgrade and maintain hardware, software, peripherals and applications
- Record and respond to IT support using the Remedy application;
- Install, configure, deploy troubleshoot and maintain hardware and software to ensure availability and functionality of corporate systems;
- Review malfunctioning PCs, workstations, and/or associated hardware to isolate defective parts or determine whether inappropriate logical configurations caused malfunctions;
- Create user accounts and provide privileges, rights and associated network rights;
- Perform laptop encryption for security and privacy;
- Secure, image, configure, and conduct quality assurance (QA) of workstations
- Act as lead in small and large deployment refresh initiatives;
- Provide technical post -support of IT equipment installation, configuration deployment and relocation;
- Support systems involving a wide variety of different platforms, operating systems, applications, and desktop configurations;
- Assist with the development of solutions for system upgrade and provide post upgrade customer support;
- Resolve hardware, software and application installation issues/problems;
- Assist with the integration of software and hardware services to provide and implement a standard for an integrated environment, and
- Conduct operating system upgrades on both desktops and laptops.

EDUCATION

- Spelman College, Atlanta, GA, B.S Biology/Biochemistry,
- Computer Learning Center, Network Technology and Management
- Licensed Realtor in Maryland (since 2004)